

RESCINDED PAR DA

310-1

Dec 1985

FM 55-62

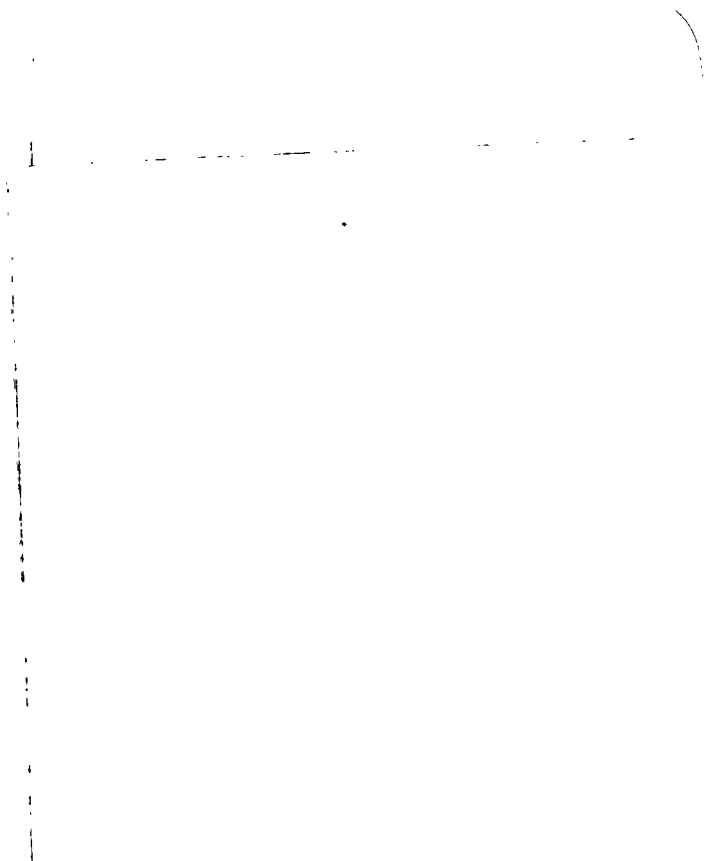
FIELD MANUAL

**INSPECTION OF HOUSEHOLD GOODS
AND PERSONAL PROPERTY FOR SHIPMENT,
STORAGE, OR DAMAGE AND LOSS CLAIMS**

RETURN TO ARMY LIBRARY
ROOM 1 A 518 PENTAGON

HEADQUARTERS, DEPARTMENT OF THE ARMY

OCTOBER 1973



RESCINDED Per DA

par 310-1
Dec 1985

*FM 55-62

FIELD MANUAL

No. 55-62

HEADQUARTERS
DEPARTMENT OF THE ARMY
WASHINGTON, D.C., 31 October 1973

INSPECTION OF HOUSEHOLD GOODS AND PERSONAL PROPERTY FOR SHIPMENT, STORAGE, OR DAMAGE AND LOSS CLAIMS

	Paragraph	Page
CHAPTER 1. INTRODUCTION		
Purpose and scope	1-1	1-1
Changes and modification	1-2	1-1
Definitions	1-3	1-1
2. HOUSEHOLD GOODS TRAFFIC MANAGEMENT —WORLDWIDE		
Scope of movements	2-1	2-1
Worldwide Household Goods Information System for Traffic Management (WHIST)	2-2	2-1
3. RESPONSIBILITIES		
Department of the Army	3-1	3-1
Military Traffic Management and Terminal Service (MTMTS)	3-2	3-1
Joint Personal Property Shipping Office (JPPSO)	3-3	3-2
Installation transportation officer	3-4	3-3
Counseling members	3-5	3-3
Carrier	3-6	3-5
Member	3-7	3-7
4. INSPECTIONS		
General	4-1	4-1
Basis and objectives	4-2	4-1
Types of shipment inspections	4-3	4-2
Inspection of carrier's facilities	4-4	4-3
Inspection at homes	4-5	4-4
5. INSPECTOR PERSONNEL		
General	5-1	5-1
Inspector qualifications	5-2	5-1
6. HOUSEHOLD GOODS, THROUGH GOVERNMENT BILL OF LANDING SHIPMENTS		
General	6-1	6-1
Carrier's contract	6-2	6-1
Servicing, packing, loading and storage	6-3	6-2
7. DIRECT PROCUREMENT HOUSEHOLD GOODS SHIPMENT		
General	7-1	7-1
Methods	7-2	7-1
8. CONTAINERIZED SHIPMENTS OF HOUSEHOLD GOODS		
General	8-1	8-1
Carrier's contract	8-2	8-1
Methods	8-3	8-2
9. PRIVATELY OWNED VEHICLES (POV)		
General	9-1	9-1
Shipping Procedures	9-2	9-1
Loss and Damage Information	9-3	9-2

*This manual supersedes TM 55-605, 3 February 1969, including all changes.

	Paragraph	Page
CHAPTER 10. MOBILE HOMES		
General	10-1	10-1
Reports of inspection: origin	10-2	10-1
Reports of inspection: destination	10-3	10-1
11. CUSTOMS CLEARANCE		
General	11-1	11-1
Department of Defense Policy	11-2	11-1
Responsibilities	11-3	11-1
Customs inspector's training	11-4	11-2
Firearms and Ammunition	11-5	11-2
12. QUALITY CONTROL		
General	12-1	12-1
Carriers	12-2	12-1
Installation transportation officers	12-3	12-1
Member (owner)	12-4	12-1
13. CLAIMS FOR LOSS OR DAMAGE TO PRIVATE PROPERTY		
General	13-1	13-1
Basis for claims by members	13-2	13-1
Responsibility for loss or damage	13-3	13-1
Action by the destination transportation officer	13-4	13-2
Inspector's report of loss or damage	13-5	13-2
Action by the owner	13-6	13-2
Action by claims officers	13-7	13-3
APPENDIX A. REFERENCES	----	A-1
B. INFORMATIONAL HANDOUT BY MEMBERS SHIPPING HOUSEHOLD GOODS—IMPOR- TANT REMINDERS	----	B-1

CHAPTER 1

INTRODUCTION

1-1. Purpose and Scope

a. General. This manual provides transportation personnel with a working knowledge of the procedures and references applicable to the *inspection* of household goods and personal property incidental to shipment and/or storage, compliance with customs requirements, and the filing of claims for damage or loss incurred during either of these phases of the Department of Defense (DOD) household goods and personal property movement program. The discussion includes packing, crating, inspection of shipment, and storage procedures, responsibilities of the various agencies, and finally the application for and processing of claims for loss and damage incurred in transit or storage.

b. Objectives. Inspections are intended to cover the commercial carrier's contractual requirements, the visual inspection of methods, material and equipment used, the quality of workmanship, and services performed. The objective is to insure adequate protection in the transportation and storage of household goods by the application of approved packaging and packing methods, materials and equipment, and thereby insure that carriers and/or contractors conform to their tender of service or other contract obligation. Another important objective is to insure that prohibited articles are not shipped and that customs requirements, where applicable, are complied with. Inspections are more fully discussed in chapter 4.

1-2. Changes and Modification

The material contained herein is based on methods, organization, and policies current at the time of preparation, and is for use in conjunction with current Army and other authoritative publications on the same subject. Further developments may indicate the need for changes in the material presented herein. Users are encouraged to forward suggested changes and comments to the Deputy Commandant, US Army Transportation School, Fort Eustis, VA. 23604, ATTN: ATSTC-TDL, The Chief of Doc-

trine and Training Literature Branch. Comments should be prepared using DA Form 2028 (Recommended Changes to Publications) and keyed to the specific page, paragraph, and line of the text in which the change is recommended. Reasons should be provided for each comment to insure understanding and complete evaluation.

1-3. Definitions

a. General. As used in this manual, certain terms applicable to inspection, movement, and storage of household goods and other personal property are defined below. Additional definitions are contained in DOD Regulation 4500.34-R, DOD Regulation 5030.49-R, and AR 310-25.

b. Article. Each shipping piece or package and contents thereof shall constitute one article. Any article disassembled for handling or loading shall constitute one article.

c. Household Goods. For the purpose of this text, the term "household goods" means household furnishings, personal effects, and personal property used in and around a dwelling and shipped by any mode of transportation.

d. Inspection. The inspection performed by the installation transportation officer or his representative, to determine the manner in which a carrier crated, packed, stored or moved a shipment of household goods and other personal property in complying with the terms of the tender or contract, and whether the shipment complies with customs requirements, if applicable. Also, the act of determining the extent of damage to or loss of any such household goods or other personal property, if any, while in the carrier's custody.

e. Installation Transportation Officer (ITO). The individual at Army installations responsible for transportation activities regardless of his title. In some installations he may be designated Chief, Movements Branch, Director of Transportation Movements, Traffic Manager, Director of Services, or some similar title, rather than "transportation officer."

f. Modes of Transportation. As used in this manual, this refers to a type of transportation service, such as air-van, door-to-door container, motor-van, sea-van, etc.

g. Packaging. The necessary treatment to render an item safe for transportation and/or storage and placing the item or items in an interior carton, container, etc.

h. Packing. The insertion of an item or items into a shipping container and the application of any bracing, blocking, cushioning, or waterproofing materials. Packing is completed with the final closing, sealing, strapping, and marking of the shipping container. In commercial

transportation practice, the act of loading a container is called "stuffing."

i. Personal Property. That amount of baggage, household goods or other personal property, mobile home, or a privately owned vehicle (POV) covered by a DD Form 1299 (Application for Shipment and/or Storage of Personal Property), or submitted DD Form 828 (Motor Vehicle Shipment Application), to an ITO by the owner. Each POV will be controlled and documented as a separate shipment.

j. Vehicle. Any aircraft, closed van, railcar, or other conveyance used for the transportation of household goods or other personal property.

CHAPTER 2

HOUSEHOLD GOODS TRAFFIC MANAGEMENT—WORLDWIDE

2-1. Scope of Movements

a. General. DOD personal property traffic in household goods, personal effects, professional books, papers and equipment, mobile homes, and unaccompanied baggage represents one of the largest items in the DOD transportation system, both budgetwise and tonnage-wise. This traffic is handled by over 400 shipping offices, worldwide, through approximately 2,000 commercial carriers over 2,000 nontemporary storage warehouses, and some 5,000 storage intransit warehouses. The safe and efficient transportation of household goods and other personal property is a major factor in maintaining military service morale. The installation transportation officer is the most important cog on the traffic wheel. His responsibilities are discussed in paragraph 3-4.

b. Responsibilities. The morale implications of satisfactory household goods shipments are incalculable. Military families make many changes of station during their career. They involve complete changes in environment, with resultant emotional, financial, and social problems. It is incumbent upon all transportation personnel concerned with the shipment of the military member's prized possessions to render considerate, intelligent, and sympathetic assistance. The installation transportation officer (ITO) staff has a dual responsibility here: first, they must do all possible to assure that the member receives a high quality service in the movement of his property en route; second, that the Government gets this transportation service at the lowest overall cost, all factors considered. Figure 2-1 illustrates the various Government

agencies interested in the shipment of household goods.

2-2. Worldwide Household Goods Information System for Traffic Management (WHIST)

a. General. WHIST is an automated data processing system which provides timely and complete automated data for evaluating the DOD Personal Property Traffic Program, based upon the dimensions of *service*, *time*, and *cost*. The Military Traffic Management and Terminal Service (MTMTS) has developed this system to collect the facts pertaining to quality service. MTMTS considers this personal property traffic management mission extremely important for two reasons: the expenditure of large sums of appropriate funds, and it is a paramount factor in military morale. WHIST is a major management tool which analyzes the program in the three dimensions mentioned above. The facts developed are used to assure the member gets quality *service* in a *timely* manner, and at *reasonable cost* to the Government.

b. WHIST Program. The WHIST Program is intended to eliminate the poor performing carriers from participation in household goods traffic. It forms the basis for identifying the high-quality carriers. Evaluation will be facilitated by working toward the following goals:

- (1) 100 percent inspection at origin (to prevent loss and damage by assuring proper packing, crating, etc.)
- (2) 100 percent inspection at destination (to determine the extent of any loss or damage that may have occurred.)

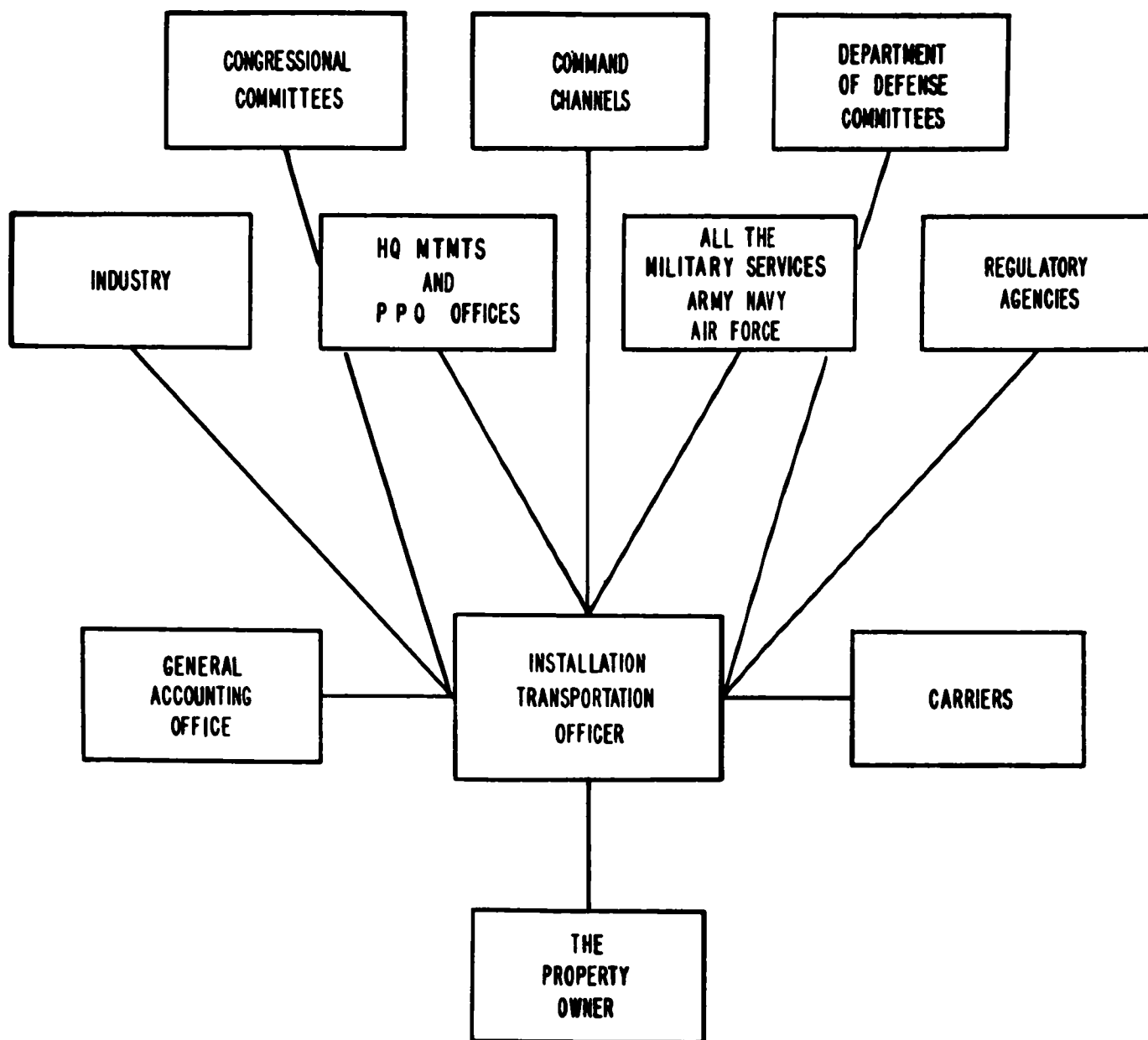


Figure 2-1, Agencies interested in household goods movements.

CHAPTER 3

RESPONSIBILITIES

3-1. Department of the Army

a. Director of Army Transportation (DAT). The Director of Army Transportation, Deputy Chief of Staff for Logistics, Department of the Army (DAT-ODCSLOG, DA) is responsible for development and promulgation of policies and procedures, and exercises staff and technical supervision over regulations governing transportation of household goods, other personal property, and related services. These are published in AR 55-71, and other transportation and travel regulations of the Army Regulation (AR) and Department of Army (DA) Circular 55-series.

b. United States Continental Army Commands. Commanders of the Continental Armies and The Military District of Washington are responsible for command surveillance over the DOD personal property shipping and storage program as executed at class I installations and activities in CONUS and administration and operation of the program within their geographical area of responsibility. Installation or activity commanders are responsible for execution of the program at installation or activity level. This responsibility is usually exercised through the ITO. The objective is to assure high quality service in the transportation of household goods and personal property.

c. Other Army Commanders. Commanders of the US Army Material Command (USAMC), US Army Strategic Communications Command (USASTRATCOM), US Army Forces Command (FORSCOM), other major commanders, and Army commanders of class II installations, have the same responsibilities as indicated in *b* above, for activities under their control.

3-2. Military Traffic Management and Terminal Service (MTMTS)

a. The Commander, MTMTS. The Commander, MTMTS, has the following responsibilities in the transportation of personal property:

(1) Implementing DOD policy in the worldwide traffic management of personal property.

(2) Developing, establishing, and disseminating procedures concerning traffic management of personal property in coordination with and subject to the approval of the military services.

(3) Determining the effectiveness of the performance of traffic management functions assigned to and performed by military installations.

(4) In conjunction with headquarters of military services, providing for periodic evaluations of the DOD Personal Property and Shipment Program.

(5) Accepting tenders of service from commercial carriers of household goods, reviewing such tenders, and approving or disapproving carriers for use by military installations.

(6) Reviewing, evaluating, and accepting carriers' uniform tenders of rates and charges (TGBL and domestic door-to-door only) and distribution thereof to transportation officers in CONUS and oversea areas.

(7) Maintaining a public file of carriers' uniform tenders of rates and charges (TGBL and domestic door-to-door only).

(8) Negotiating special tenders, agreements, or arrangements with commercial carriers for the movement of personal property.

(9) Serving as the point of contact between the military services and carriers of household goods.

(10) Directing, controlling, and supervising assigned functions of traffic management through communications with other military service headquarters, ITOs on technical matters regarding traffic management when deemed appropriate, and the Single Manager for Airlift Service (Military Airlift Command) (MAC) for negotiations with commercial air, for transoceanic transportation as a part of through bill of lading service between CONUS and other areas.

(11) Monitoring household goods carriers' compliance with the procedures set forth in DOD Regulation 4500.34-R.

(12) Furnishing traffic management guid-

ance and assistance to oversea transportation officers regarding the provisions of this regulation in coordination with the headquarters of the military services.

(13) Suspending or discontinuing the use of a carrier at more than one military installation.

(14) Other detailed responsibilities outlined in DOD Regulation 4500.34-R.

b. Area Commanders, MTMTS. Area commanders have the following responsibilities; others are listed in DOD Regulation 4500.34-R.

(1) Providing traffic management staff assistance to military installations and activities.

(2) Furnishing freight rate data for direct procurement method to transportation officers upon request.

(3) Conducting personal property seminars on traffic management for installation transportation officers in coordination with the commander, MTMTS.

(4) Assisting ITOs in obtaining additional equipment and service.

(5) Reviewing at installation level all the available data pertaining to the circumstances leading to storage in transit of household goods for short periods of time.

(6) Monitoring the reweigh program by verifying with ITOs that when household goods shipments are weighed or reweighed on Government or commercial scales, such scales are operated in accordance with State and/or local regulations.

(7) Reviewing and analyzing all data concerning unsatisfactory carrier performance and requesting the Commander, MTMTS, to invoke area-wide suspension of a carrier when facts indicate the need of such action.

3-3. Joint Personal Property Shipping Office (JPPSO)

a. General. JPPSO are joint military agencies, but assigned to one of the specific services for administration, which are established in certain congested geographical areas such as Norfolk, Virginia, Anchorage, Alaska, Washington, D.C., and San Antonio, Texas, and Pearl Harbor, Hawaii. Their mission is to provide economical consolidation of the functions involved in the shipment, receipt, and storage of household goods, baggage, and house trailers as a service to the installation commanders in their respective areas. For example, the Norfolk JPPSO, under US Navy jurisdiction, performs these functions for all the military services in the Hampton Roads area: US Air Force at Langley Air Force Base, US Army at Fort Eustis and Fort Monroe, the US Navy at Norfolk, etc. All offices are jointly staffed. Typical organization is shown in figure 3-1.

b. Responsibilities. Each JPPSO is responsible for—

(1) Documentation, shipment, and receipt of personal property.

(2) Providing transportation, packing and

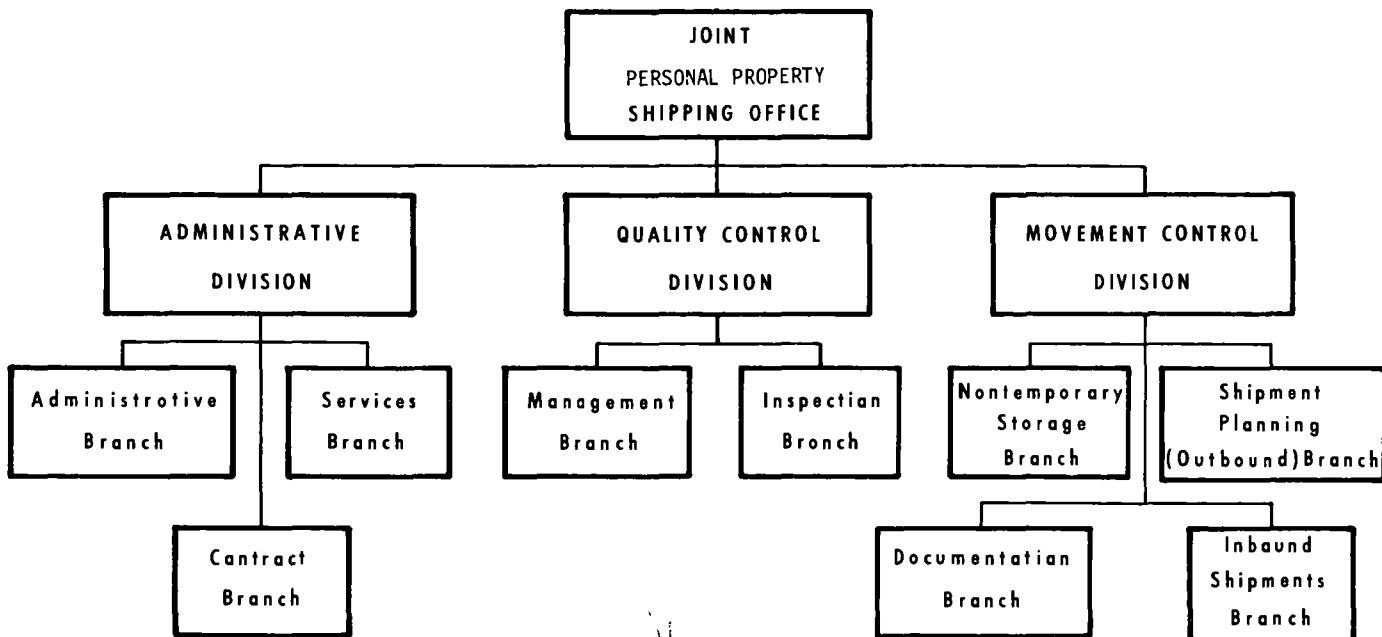


Figure 3-1. Typical organization of joint personal property shipping office.

storage services for authorized DOD personnel in accordance with Joint Travel Regulations.

(3) Inspection and qualification of contractor and carrier facilities, evaluation of carrier performance, and imposition of carrier suspensions when necessary.

(4) Liaison with the area offices of MTMTS, local carrier agents and contractors, and ITO of local installations served.

(5) Assisting DOD personnel with the data necessary for processing loss and damage claims.

(6) Other functions pertinent to the movement of household goods and personal property, including quality-control activities, but excluding the receipt of applications and counseling of members which remain an installation command, or transportation office responsibility.

3-4. Installation Transportation Officer

a. General. The ITO and his staff have direct personal contact with the member and his dependents and handle all aspects of such shipments beginning with the counseling at the time of application for shipment to quality control reports and claims documentation at destination. Some ITO responsibilities for insuring a "good" move are discussed below.

b. ITO Responsibilities. The ITO is responsible for the following actions pertinent to the subject of this manual:

(1) Qualifying carrier and acknowledging Letters of Intent. The carrier's facilities will be inspected by the ITO as soon as possible, but not later than 30 days after receipt of the carrier's Letter of Intent. The ITO or his representative will reinspect the carrier's facilities and equipment at least once each 6 months after the initial inspection. When deficiencies are found the ITO will take action as indicated in paragraph 6003E(2) DOD Regulation 4500.34-R.

(2) Furnishing advice and information to service personnel, DOD civilian personnel, and dependents regarding baggage allowances, weight authorizations, etc. Assisting members with required documentation for shipping property and complying with customs requirements, if applicable.

(3) Counseling the member. Furnishing the member information on owner responsibilities, temporary and nontemporary storage, packing, crating, marking, and drayage (para 3-5).

(4) Advising the member (property owner) as to his coverage under the Military Personnel and Civilian Employees Claims Act (chap 11) which provides a maximum of \$10,000 for loss

or damage to property and the action to be taken in case a claim results from such loss or damage.

(5) Advising member of the obligation to complete and return the quality control report.

(6) Inspecting outgoing shipments to insure that they are properly crated or packed and no forbidden articles are included therein. Inspecting shipments received to determine extent of loss or damage; if any noted or reported by owner (chap 4), promptly prepare DD Form 1841, Government Inspection Report.

(7) Investigating and determining responsibility relative to loss and/or damage of private property stored or shipped by commercial carriers. Assisting installation claims officers in processing claims for loss or damaged property. Promptly dispatch DD Form 1840, Notice of Loss or Damage.

(8) Assure that shipments to be moved through CONUS military air or water terminals are properly marked.

(9) On a quarterly basis, conducting an inspection of a minimum of 50 percent of outgoing and inbound shipments to insure that the terms and conditions of applicable tariffs and tenders of service are being complied with by carriers.

(10) Arranging for inspection of carrier and contractor storage-in-transit facilities and qualifying and evaluating their services in the storage and movement of household goods (chap 4).

Note. Some of these are responsibilities of JPPSOs where such offices are operational (para 3-3a).

3-5. Counseling Members

a. General. An important step in the shipment of personal property is the counseling of the member at the time he makes application for shipment. Such counseling sessions should be given to the member and his wife, on an individual basis, by a member of the ITO staff qualified in and familiar with the administrative procedures encompassing the worldwide DOD Personal Property Moving and Storage Program. Time will be allowed at each counseling session to permit the member to ask questions and be thoroughly briefed on his impending move. The primary purpose of the interview is to acquaint the member with his entitlements and his responsibilities along with the "do's" and "don'ts" involved in the shipment of his household goods and/or other personal property.

b. Checklist. ITOs will use DD Form 1797

(Personal Property Counseling Checklist) in counseling members. The form will be prepared by the ITO counselor and signed by him and the member or his representative to confirm the counseling. The original will be retained by the ITO and placed in his "property shipped" file, and a copy furnished to the member or his agent. Other copies may be prepared and distributed as local or service requirements dictate. A sample informational handout used by some ITO and given to the member at the counseling session is shown in appendix B.

c. Topics for Counseling Session. Some of the points normally covered in ITO counseling are not pertinent to the subject of this manual. Those topics which concern loss or damage and claims and inspections include the following:

(1) *Valuable articles.* Members will be advised as to methods of shipping gold, silver, artwork, and other valuable possessions (high value or HI-VAL items) by more secure means such as express. Member will also be advised not to ship small items such as cameras, watches, rings, binoculars, jewelry and like items costing in excess of \$50.00 with unaccompanied household goods or hold baggage. HI-VAL items, as defined in para 11-6j, AR 27-20, may be included with household goods shipments or may be prepared for separate shipment. However, it is most important that, regardless of the manner or mode in which the items are shipped, *members must declare all HI-VAL items in writing* at the time of application for shipment by furnishing the installation transportation officer a detailed list of such items attached to the DD Form 1299. Unless the member furnishes this declaration, HI-VAL items may not be considered for payment in any amount in the settlement of a claim for possible loss or damage. Members must be urged to hand carry or make other provisions for small and easily pilferable items such as cash (including all negotiable instruments), jewelry, and coin collections, and should be carefully counseled as to the Army's limitation for payment of loss or damage to the specific articles listed in table 11-2 of AR 27-20.

(2) *Government liability for loss or damage.* Members will be informed of the maximum \$10,000 which is the maximum payable under the Military Personnel and Civilian Employees Claims Act (1964), although the actual loss or damage sustained by the member may be greater. Members will be advised to secure excess valuation personal insurance through the ITO if more coverage is desired.

(3) *Carrier's liability for loss or damage.* The carrier's liability is generally limited to the cost of repair, depreciated replacement cost, or the weight of the damaged item, at the released evaluation of 10¢ per pound, per item, whichever is lower, on truck, forwarder and rail shipments, and 50¢ per pound for REA express, determined by the weight of the carton for loss or damage (chap 11). Carrier's liability for interstate domestic van shipments is limited to 60¢ per pound, per article. The member should not sign a clear delivery receipt for the carrier until all his goods are unpacked and he is assured there is no loss or damage.

(4) *Member's responsibility for being at home.* Inform member he or his wife or agent should be at home. Member should have everything in order when the packers (movers) arrive and not attempt doing his own packing, as this prejudices and will negate the carrier's responsibility for loss or damage.

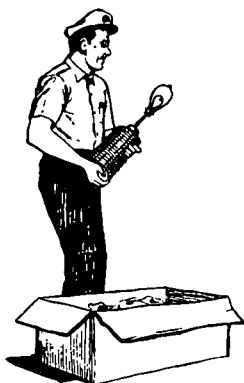
(5) *Documents.* Advising the member or agent that he should retain in his possession copy of GBL, DD Form 619, 619-1, and DD Form 1701, Inventory of Household Goods Descriptive Inventory made by the carrier at time of shipment, for his use at destination.

(6) *Waivers.* He will be informed that if he waives unpacking, removal of debris, or other carrier services when property is delivered at destination, he, or his agent, must furnish the carrier, or his representative, a signed statement to that effect.

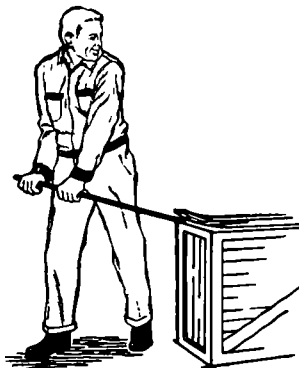
(7) *Claims.* Member will be counseled as to actions required by him in event of loss or damage of his property. First, he should make written exceptions covering loss or damage on the delivery documents. Second, he should immediately notify the ITO of loss or damage to the shipment and request an inspection be made. The ITO then should refer the member to his claims officer who will monitor the claim to conclusion. The ITO should promptly dispatch DD Form 1840, Notice of Loss or Damage, as required by para 11-29c(2), AR 27-20. Claims on the last carrier to handle the shipment should be filed promptly (within the minimum allowable period, six years (AR 27-20)), and claims against the Government filed within two years of delivery date.

(8) *Responsibility.* Member will be informed of his responsibility to place inside each piece of baggage or container personally prepared for shipment, a copy of the orders supporting the shipment. ITO will insure that this is done or, if orders are not available, a statement of per-

SERVICES INCLUDED IN SHIPMENTS



**PACKING AT ORIGIN
UNPACKING AT DESTINATION**



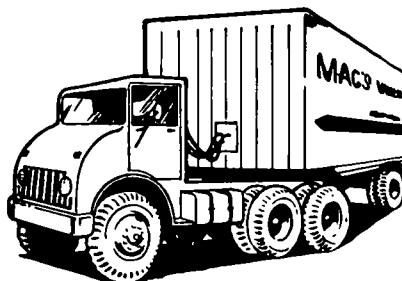
CRATING & UNCRATING



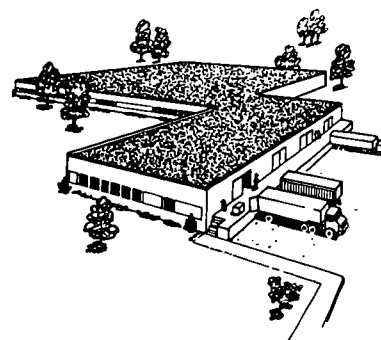
SERVICING OF APPLIANCES



**USE OF SPECIAL EQUIPMENT
(As Required)**



DRAYAGE



STORAGE

Figure 3-2. Services included in shipments.

sonal identification prepared as prescribed in paragraph 1-3g(3), AR 55-71.

(9) *Customs clearance.* Members will be counseled as to responsibility for not including forbidden or contraband articles in his shipment, and execution of the required customs documentation, both for shipments into, or out of CONUS, as applicable. This is discussed in chapter 10.

(10) Members will be counseled that aerosol containers will not be included in either household goods or baggage shipments that are destined for movement via MAC aircraft. The only

exception is aerosol shave cream, hair spray, or medication items in the hand baggage they carry to their seat.

3-6. Carrier

a. General. The carrier selected by the ITO has certain responsibilities to the property owner to assure safe movement and a means of accounting for the property at the destination. These responsibilities are discussed below.

b. Accessorial Service. Furnishing accessorial services (technical servicing of household appliances necessary to their proper and safe

REQUIREMENT FOR CARTONS, BARRELS & DRUMS

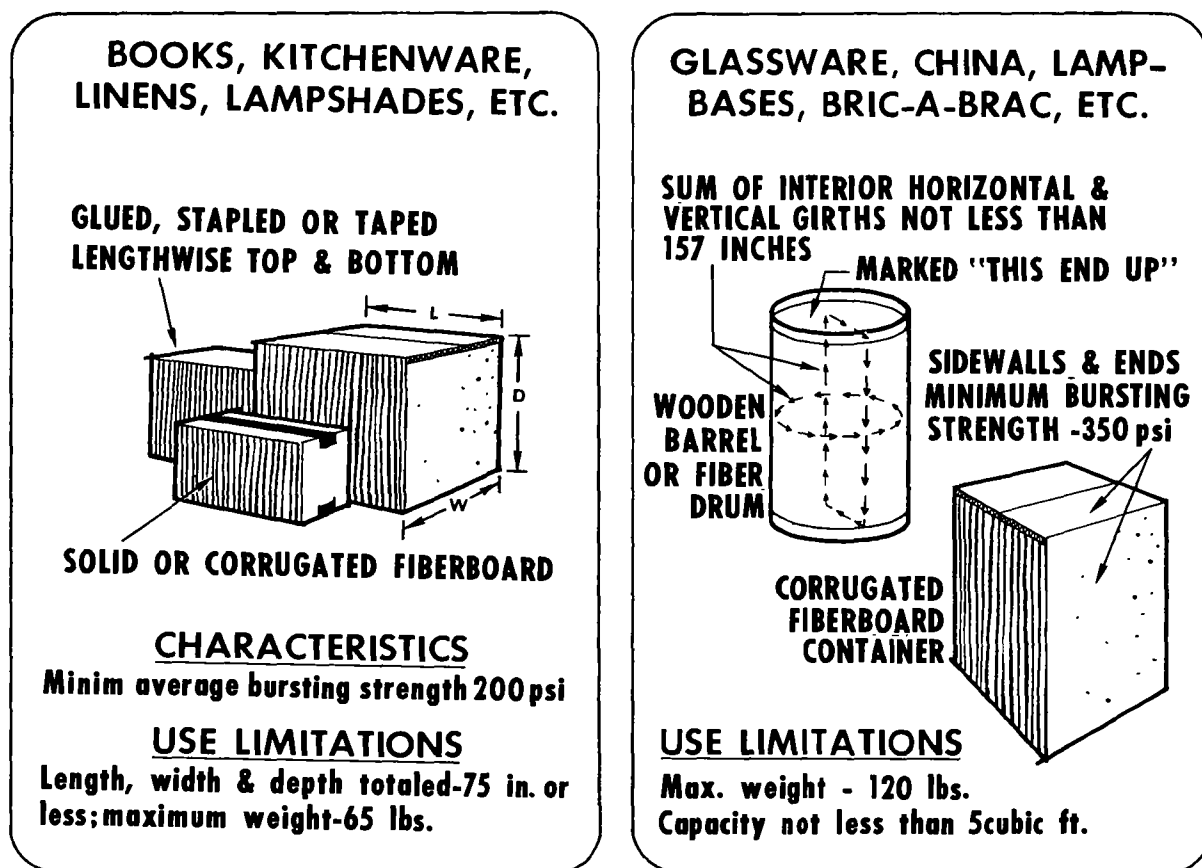


Figure 3-3. Requirements for cartons, barrels and drums.

transportation (AR 55-71)). This does not include disconnecting or connecting household appliances, assembly or disassembly or recreational or other equipment (fig 3-2).

c. *Packing and Containerization.* The carrier is responsible for packing and containerizing services at the member's residence (fig 3-3) in accordance with the Tender of Service or MIL STD, whichever is applicable. He must use new, clean, wrapping paper and new or used boxes, cartons, barrels, and drums in good condition. All large mirrors, glass tops, glass-face pictures, etc., must be packed in a crate, reinforced cartons, or approved protective cover. All mattresses will be placed in cartons or otherwise suitably protected and properly sealed at residence. This requirement generally applies to standard mattresses and box springs. Mattresses in rollaway or hide-a-bed are well protected when shipped as a complete unit.

d. *Documentation.* Carrier will prepare DD Form 619 (Statement of Accessorial Services Performed), listing the number of boxes, bar-

rels, etc., used. In the Tender of Service, the carrier agrees to distribute this and other documents to appropriate individuals and activities. These include—

(1) *The property owner.* At the time of pickup, the carrier will furnish the owner (or agent)—

(a) One memorandum of the GBL.

(b) Legible signed copy of inventory and condition report made at the time property is picked up at residence (fig 3-4).

(c) Copy of DD Form 619.

(d) If shipment originates from nontemporary storage, carrier will furnish owner a copy of each of above documents at the time of delivery to residence at destination.

(2) *The destination ITO.* When shipments which originate from nontemporary storage require storage-in-transit at destination, the carrier will furnish the destination ITO the owner's copy of the GBL and household goods inventory at the time storage is authorized.

e. *Unpacking and Uncrating.* The mover, at

destination, must unpack all items from carrier-packed containers unless the member waives unpacking in writing. This is the time that the owner has the best opportunity to note any damage that may have occurred.

f. Carrier Services. DD Form 1780 (Report of Carrier Services, Personal Property Shipment) is used to provide ITO with information concerning the quality of carrier's *origin* and *destination* services so that corrective action can be initiated when required. Origin and destination ITO's will record inspection information on DD Form 1780, completing all items. Distribution will be made in accordance with DOD Regulation 4500.34-R.

g. Mobile Homes. Carriers will carefully inspect mobile homes offered for shipment. Defects noted will be reported to the shipping ITO, and carrier will not move the mobile home until the owner has defects repaired. Owner and ITO will make inspection at destination for any damage incurred en route.

3-7. Member

a. General. Responsibility of an individual member for transportation of his personal property begins when he contacts the ITO *as soon as possible* after he knows he is to move to a new station. It does not end there, nor with the filing of an application for shipment (*b(1)* below). The member must do a number of things before, during and after the move, to make it successful. The member must *plan* his shipment based upon the type of orders received, whether PCS, TDY in CONUS, or OVERSEA. If oversea, what items are to go as unaccompanied baggage, what items will be needed and still stay within the authorized weight allowance. Other things are discussed briefly below. ITO will explain detailed member responsibilities at the counseling interview.

b. Individual Member Responsibilities. In all instances the member will—

(1) Contact promptly the ITO who is to arrange shipment and personally (if possible) execute and file with the ITO DD Form 1299 (fig 3-5, Application for Shipment and/or Storage of Personal Property) with supporting documents to include customs declarations when required.

(2) Prior to moving day, separate and list professional books, papers and equipment from household goods. These are packed separately and are not charged against household goods weight allowances.

(3) Before the packers arrive, remove and

dismantle television antennas, remove air conditioners (if any), curtains, drapes and hardware from windows. Empty, clean, defrost, disconnect, and dry freezers and refrigerators, disconnect and clean other appliances such as washers, dryers, stoves, etc. This includes all carpentry, electrical and/or plumbing services. Movers *do not* perform these chores.

(4) Separate personal property to be shipped and stored. Put groceries and food supplies together in one area for proper packing. Perishable food should *not* be shipped or stored. *Members should not do their own packing. The mover is paid for this service and the member's rights to file claims for damage can be impaired.*

(5) Separate and dispose of combustibles, explosives, liquors, old books, papers, furniture, magazines, toys, broken appliances, old clothes, etc., which are of no value and not worth shipping. Members should ask themselves whether they would ship it if they had to pay the transportation charges.

(6) Be at home or have one adult member, responsible party, or agent present during packing and pickup to ascertain that the correct items are selected and packed for each destination, i.e., new home, storages, etc. Keep children and pets out of the packers' and movers' way.

(7) Jointly, with a representative of the carrier, prepare a separate inventory of all property to be shipped or stored. *These inventories must correctly reflect the quantity and condition of the items, and show all cracks, gouges, dents, scratches, etc.* Enter each item separately. Do not use ditto marks when listing similar items. Carrier inventory forms should be prepared *at the member's residence*, where the property is located, and inclusion of all articles can be verified. The inventory must be signed by the carrier's agent and the member or his agent who will retain a legible copy as a receipt. Before signing, the member or agent should understand all symbols and codes used, review the inventory carefully, and retain copy until property has been checked at destination.

(8) Notify the ITO promptly if orders are canceled or changed, or if there is any change in the destination of the shipment.

(9) Promptly on arrival at destination members will contact the responsible destination ITO, and provide him with point-of-contact telephone number and address, as provided by DOD Regulation 4500.34-R. Member compliance with this directive will often preclude un-

USE OF INVENTORY & CONDITION FORM

The diagram illustrates the use of the Household Goods Descriptive Inventory (GBL) form. The form is titled "HOUSEHOLD GOODS DESCRIPTIVE INVENTORY" and includes sections for "CONTRACTOR OR CARRIER", "OWNER'S GRADE OR RATING AND NAME", "CITY", "STATE", "AGENCY", "LOCATION SYMBOLS", "RECEPTION SYMBOLS", "ARTICLES", and "CONDITION". A line points from the word "GOUGE" on the cabinet to the "RECEPTION SYMBOLS" section of the form, specifically to the "GOUGE" symbol. The cabinet is a wooden cabinet with four doors and a small drawer on top.

Figure 3-4. Use of inventory and condition form.

necessary SIT, inconvenience to the property owner and family, and additional costs to the Government.

(10) When property is delivered, the member himself, or an agent, present at the residence, checks off all items against the shipping inventory and record all loss or damage noted on all copies of the inventory, on the reverse side of DD Form 619 (Statement of Accessorial Services Performed), and on the GBL. *Indicate the type and extent of damage, and list the estimated weight and value of any lost or missing items.* The driver will acknowledge exceptions by his signature on each page.

(12) Sign and return the GBL (fig 3-6) to the carrier upon his completion of delivery, which includes placing articles where owner directs and cleaning up the premises. Disregard carrier's representatives statements that signature on delivery receipt merely attests to receipt of shipment and that written exception on the delivery receipt is unnecessary to support their claim. Notify a responsible official of the car-

rier of the loss or damage so that he is given an opportunity to examine the condition of the delivered property.

Note. The member *cannot* refuse to sign the GBL because goods are delivered damaged or some items are missing. The carrier is entitled to prompt payment for transportation services despite any claims filed or pending.

(13) *Inform the destination ITO of any discrepancies noted, i.e., loss or damage.*

(14) Complete and turn in, to the destination ITO, the Report on Carrier's Performance, provided by the origin ITO which reports the type of service rendered by the carrier. DD Form 1781 (Property Owner's Report on Carrier Performance) is intended to assist ITO in the overall evaluation of carrier performance on personal property shipments. The ITO accepting application for shipment of personal property will complete Part 1 of DD Form 1781 and give it to the member at the time of counseling. The report will be prepared for every shipment and the member will be instructed to turn it in to the destination ITO after receipt of

shipment, if there is loss or damage or he is not satisfied with the carrier's services. Army personnel *will* complete and turn in this report for *every* shipment. Preparation and distribution is outlined in DOD Regulation 4500.34-R.

Note. The origin ITO prepares this report in duplicate. These copies will be given to the member (or dependent) with written instructions for completing the form and two franked envelopes, one addressed to the origin transportation officer, and the other addressed to HQ MTMTS, ADP Operations Division, ATTN: Production and Quality Control. The member (or dependent), upon receipt of the

shipment, will complete Parts II and III. Both copies will be mailed in the franked envelopes to the addressees not later than the third working day after delivery of the personal property at destination.

ATTN: Production and Quality Control. The member (or dependent), upon receipt of the shipment, will complete Parts II and III. Both copies will be mailed in the franked envelopes to the addressees not later than the third working day after delivery of the personal property at destination.

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY					
1. PREPARING INSTALLATION FORT EUSTIS, VA.		2. DATE 24 JULY 73		3. SHIPMENT NUMBER 1 OF 1	
4. FROM (Last Name, First, Middle Initial) JONES, JOHN J.		5. RANK/RATING, PAY GRADE LTC		6. SSN 123-34-5678	
7. TO (Submit to Responsible Installation) DIRECTOR, JOINT PERSONAL PROPERTY SHIPPING OFFICE, NAVAL SUPPLY CENTER, NORFOLK, VA. 23512					
8. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING:					
HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE			MOBILE HOME (Dimensions in Feet and Inches)		
POUNDS 8000	ROOMS N/A	LBS. OF PROFESSIONAL BOOKS AND EQUIPMENT 500	SERIAL NUMBER	LENGTH	WIDTH
			HEIGHT		
MY MOBILE HOME IS TO BE TRANSPORTED FOR USE BY ME, OR MY DEPENDENTS, AS A RESIDENCE I WANT TRANSPORTER TO PACK CONTENTS ☒ YES ☐ NO I WANT TRANSPORTER TO BLOCK MOBILE HOME ☐ YES ☐ NO					
9. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO ☒ PERMANENT ☐ TEMPORARY CHANGE OF STATION ORDERS					
ISSUED BY DA, HQ USATCFE, FT EUSTIS, VA.					
WHICH ORDERED TO OBTAIN AT HEILDELBURG, GERMANY			ORDER NUMBER 123		
UNDER DATE OF 24 JULY 73			PARAGRAPH NUMBER 5		
10. TO BE SHIPPED FROM (Street Address, City, County and State or Lot No., Trailer Court, City and State) 124 THOMPSON CIRCLE FT EUSTIS, VA. 23604		11. ORIGIN PHONE NUMBER 878-5679		12. TO BE SHIPPED TO (Street Address, City, County and State) or Specify it For Nontemporary Storage HEILDELBURG, GERMANY M/F MEMBER V CORPS, APO NY 09403	
13. AGENT DESIGNATED TO RECEIVE PROPERTY AT DESTINATION OWNER		14. INTRANSIT NOTIFICATION ADDRESS AND TELEPHONE NUMBER NONE		15. DATE OF PACK 24 JUL 73 PICKUP 25 JUL 73 DEL. (FOD) 7 SEP 73	
16. SHIPMENT INCLUDES THE FOLLOWING MAJOR APPLIANCES (Indicate number of items)					
NO.	TELEVISION	NO.	AIR CONDITIONER	NO.	PIANO
1	BLACK AND WHITE	1	WASHING MACHINE	1	RANGE
1	COLOR	1	REFRIGERATOR	1	CUPBOARD
1	CONSOLE	1	CONSOLE STOVE	1	DEEP FREEZE
1	PORTABLE				
17. I CERTIFY THAT: a. This shipment/storage lot consists of my property which was acquired by me prior to the effective date of my orders. b. If my orders are modified or cancelled and affect this shipment, I will immediately notify the shipping office at point of origin (or port, if any) and destination. c. I will remit the proper amount or permit the application of as much of my pay as may be necessary to cover all excess costs occasioned by this shipment. d. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation. e. I understand that transportation of my mobile home precludes receipt of dislocation allowance and shipment of baggage and household goods within the United States, except as provided in Chapter 10, JTR. f. I understand the government will not be responsible for goods remaining in storage after the expiration of the authorized period.					
18. (CHECK WHEN APPLICABLE) ☐ THE PROFESSIONAL BOOKS, PAPERS & EQUIPMENT ARE OR WERE NECESSARY IN THE PERFORMANCE OF MY OFFICIAL DUTIES. ☒ REQUEST THAT STORAGE-IN-TRANSIT OF MY HHG OR MOBILE HOME BE AUTHORIZED AT ☐ ORIGIN ☒ DESTINATION					
19. OTHER SHIPMENTS AND/OR NONTEMPORARY STORAGE UNDER IDENTICAL ORDERS (If none, indicate "NONE")					
FROM NONE		TO SAMPLE		NET POUNDS (Actual or Est.)	
				POUNDS OF BOOKS, PAPERS & EQUIP. (Actual or Est.)	
I HAVE READ AND I UNDERSTAND THE CONDITIONS PRINTED ON THE REVERSE SIDE OF THIS FORM AND IN CONSIDERATION OF STORAGE TO BE FURNISHED BY, OR AT THE EXPENSE OF THE GOVERNMENT, I AGREE TO THE TERMS THEREOF.			20. SIGNATURE OF APPLICANT John J. Jones		
21. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE: (TO BE ACCOMPLISHED ONLY BY THE CO OR HIS AUTHORIZED REPRESENTATIVE BY SIGNATURE OR OFFICIAL SEAL)					
PROPERTY IS PERSONAL BAGGAGE, HHG, MOBILE HOME OR BOOKS, PAPERS & EQUIP AUTH TO BE SHIPPED AT GOVT EXPENSE					
REASON FOR NONAVAILABILITY OF SIGNATURE			CERTIFIED BY (Signature)		
			TITLE		
22. TO BE COMPLETED BY THE ITO FOR NAVY SHIPMENTS					
BILL OF LADING NUMBER		CONTRACT AND SERVICE ORDER NUMBER		PURCHASE ORDER NUMBER	

DD FORM 1299

THIS FORM SUPERSEDES THE 1 MAR 60 EDITION AND DD FORM 1099, SEP 57 WHICH ARE OBSOLETE.

Figure 3-5. DD Form 1299 (Application for Shipment and/or Storage of Personal Property) (front).

CONDITION FOR STORAGE

In consideration of said household goods being stored at Government expense, I hereby agree as follows.

1. The Government is authorized to enter into any agreement and to do all acts and things which may be convenient or necessary to store the household goods. Storage of the household goods is furnished subject to such applicable laws and regulations as are now or may hereafter be in effect.
2. The Government may store the household goods in Government facilities or in commercial storage under a Government contract.
3. The Government may move or transfer by any appropriate means the household goods from their present location to Government or commercial storage facilities and thereafter to other Government or commercial storage facilities and from such facilities to an appropriate destination upon termination of storage.
4. When the household goods are stored in Government facilities and the authorized period for storage at Government expense expires, the Government may require me to remove the household goods from their place of storage.

In the event, after 30 days notice, I fail to remove the household goods or if, after diligent effort, notice to me can not be effected, the Government may proceed as follows: (a) Place and store the household goods in commercial storage at my expense, or (b) if commercial warehouseman will not accept the household goods for commercial storage at my expense, the Government is hereby authorized to take whatever action in accordance with law and regulation may be deemed appropriate to effect disposition of the household goods.

5. When the household goods are stored in commercial facilities and the authorized period of storage at Government expense expires, all storage and incidental charges accruing after the last day of the authorized period of storage shall be at my expense.

6. The Government shall not be liable for charges incident to storage or services in connection with the household goods (1) not authorized by law or regulation to be at Government expense, (2) in excess of weight limitations imposed by law or regulation, or (3) after the expiration of the period for which storage at Government expense is authorized.

IMPORTANT

THE HOUSEHOLD GOODS MAY BE STORED IN COMMERCIAL FACILITIES:

a. Government contracts for the storage of household goods limit the liability of the warehouseman to \$50 per article or package as listed on the warehouse receipt. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage.

b. The Government will not be responsible for goods remaining in commercial storage after the expiration of the authorized period of storage at Government expense.

Standard Form No. 1103
5 GAO 3000
1103-108-07U. S. GOVERNMENT BILL OF LADING
ORIGINAL

B/L NO. B-

6583903

TRANSPORTATION COMPANY		TRAFFIC CONTROL NO	
TENDERED TO X357 XYZ Van Lines, Inc.		Door-to-Door Container (Mode 3)	
STOP THIS CAR OR TRUCK AT		DATE B/L ISSUED 30 Sept 72	
FOR		IF EXTRA SERVICES ARE ORDERED SEE ADMINISTRATIVE DIRECTIONS NO. 2 ON REVERSE	
CAR INITIALS AND NO.	KIND	FROM Tucson, Arizona	
TRUCK NO		SHIPPING POINT FB460 Transportation Officer Davis-Monthan AFB Arizona	
RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE, SUBJECT TO CONDITIONS NAMED ON THE REVERSE HEREOF, THE PROPERTY HEREINAFTER DESCRIBED, IN APPARENT GOOD ORDER AND CONDITION (CONTENTS AND VALUE UNKNOWN), TO BE FORWARDED TO DESTINATION BY THE SAID COMPANY AND CONNECTING LINES, THERE TO BE DELIVERED IN LIKE GOOD ORDER AND CONDITION TO SAID CONSIGNEE.		MARKS PCS SIT not to exceed 30 days is authorized at destination. 10 days SIT utilized at origin. Carrier will notify ITO at Heidelberg Post upon arrival of goods prior to delivery to residence or placing in storage	
CONSIGNEE NAME AND MAILING ADDRESS LTC John J. Jones, TC, 0345678 U. S. Army		CHARGES TO BE BILLED TO DEPARTMENT OR ESTABLISHMENT, BUREAU OR SERVICE AND LOCATION FINANCIAL CENTER, TDIV U. S. ARMY INDIANAPOLIS 48, INDIANA	
DESTINATION Heidelberg, Germany		APPROPRIATION CHARGEABLE 216010-01-13 P131-03-07 S691600	
VIA (ROUTE SHIPMENT ONLY WHEN SOME SUBSTANTIAL INTEREST OF THE GOVERNMENT IS SERVED THEREBY) ABC Transport Company		CONTRACTORS WILL RETURN UNUSED OR CANCELED BILLS OF LADING TO GOVERNMENT OFFICE FROM WHICH RECEIVED.	
SEAL NOS	FOR CARRIER'S USE ONLY WAYBILL NO. FREIGHT BILL NO.	APPLIED BY	
PACKAGES		FOR USE OF DESTINATION CARRIER ONLY	
NO	KIND	DESCRIPTION OF ARTICLES (USE CARRIERS' CLASSIFICATION OR TARIFF DESCRIPTION WHERE POSSIBLE, OTHERWISE A CLEAR NONTECHNICAL DESCRIPTION)	NUMBERS ON PACKAGES
1	Lot	TCN ASITRA6201H325-XX Household goods, Released at a valuation of 30 cents per pound per article. Weight includes 250 pounds professional books, papers and equipment. REQUIRED PICKUP DATE - 5 Oct 1972 PREFERRED ARRIVAL DATE - 20 Nov 1972 DATE OF DELIVERY INTO SIT _____ DATE OF DELIVERY INTO RESIDENCE _____ (NOTE - Carriers furnish information required by paragraph m in Tender of Service as attachment to statistical copy of GBL.)	WEIGHTS*
		Gross -- 18645 Tare -- 16675 Net -- 1970	CLASS RATE CHARGES TC 39.60 780 12 Access 20 00 SIT 49 25 Total 849 37
IF THIS SHIPMENT FULLY LOADS THE CAR OR TRUCK USED, CHECK ☐ YES		TARIFF OR SPECIAL RATE AUTHORITIES (ICL - TIL OR VOL ONLY) VOL 05 CHANGE 10	
CARRIER FURNISHED ☐ PICK UP- ☐ TRAP CAR- SERVICE AT ORIGIN. INITIALS OF SHIPPER'S AGENT _____		CERTIFICATE OF ISSUING OFFICER I CERTIFY THAT THIS SHIPMENT IS MADE PURSUANT TO THE TERMS OF CONTRACT OR PURCHASE ORDER NO 80 567 DATED 1 July 1972 OR OTHER AUTHORITY FOR SHIPMENT FD.B. POINT NAMED IN CONTRACT _____ ISSUING OFFICE USAMEC St. Louis, Mo. 63139 SIGNATURE OF ISSUING OFFICER William H. Roe DATE 30 Sept 72 TITLE LTC TC TO	
NAME OF TRANSPORTATION COMPANY XYZ Van Lines		SIGNATURE OF AGENT Jos. Turner	
DATE OF RECEIPT OF SHIPMENT 5 October 1972		INITIAL CARRIER'S AGENT, BY SIGNATURE BELOW, CERTIFIES HE RECEIVED THE ORIGINAL BILL OF LADING. ☒ YES (INDICATE BY CHECK)	
CONSIGNEE'S CERTIFICATE OF DELIVERY - CONSIGNEE MUST NOT PAY ANY CHARGES ON THIS SHIPMENT I CERTIFY THAT I HAVE THIS DAY 20 Nov 68 RECEIVED FROM ABC Transport Co. AT Heidelberg, Germany (DATE OF DELIVERY) (NAME OF TRANSPORTATION COMPANY) (ACTUAL POINT OF DELIVERY)		THE PROPERTY DESCRIBED IN THIS BILL OF LADING IN APPARENT GOOD ORDER AND CONDITION, EXCEPT AS NOTED ON REVERSE HEREOF. CARRIER FURNISHED ☒ DELIVERY- ☐ TRAP CAR- SERVICE AT DESTINATION.	
One thousand nine hundred seventy POUNDS*		/s/ John J. Jones, LTC, TC (SIGNATURE OF CONSIGNEE OR AUTHORIZED AGENT)	

*SHOW ALSO CUBIC MEASUREMENTS FOR SHIPMENTS VIA AIR, TRUCK OR WATER CARRIER, IN CASES WHERE REQUIRED.

☆ U. S. GOVERNMENT PRINTING OFFICE: 1982 - O - 631804

Figure 3-6. SF 1103 (Government Bill of Lading).

CHAPTER 4

INSPECTIONS

4-1. General

The ITO is responsible for inspecting carrier performance, including shipping and storage facilities, as part of the DOD overall quality control surveillance program. ITO inspectors thereby protect the interests of the Government and the owner of the household goods and personal property involved. DOD inspection policy currently requires that not less than 50 percent of outbound and inbound shipments, including contractual packing, containerization, and delivery and unpacking, etc. be inspected on a quarterly basis to assure the compliance with military standards and contractual terms, tender of service, applicable DOD and customs regulations, etc. The inspector staff should be carefully selected and well trained individuals for reasons discussed in this chapter.

4-2. Basis and Objectives

a. General. Household goods inspector's reports will be based on the requirements of DOD Regulation 4500.34-R, DOD Regulation 5030.49-R, AR 55-71, and MIL-STD-212C. The latest issue in effect should be used by the inspector. The inspector must be fully versed in the content of the tender of service as he will be particularly involved in evaluating carrier conformance with the appendix to the tender of service. The inspector's duties usually do not involve use of carrier's tariffs beyond knowing what servicing the carrier has promised to do. The applicable regulations list the requirements and, in most cases, give sample formats for the performance/evaluation reports which are used by the inspector. Inspectors will assure compliance with US or other national customs requirements when applicable, and assure that prohibited items are not shipped.

b. Places of Inspection. The household goods inspector will perform his duties at one or more of the following sites:

- (1) Carrier's facilities.
- (2) Origin residence.
- (3) Destination residence.

(4) In some instances, shipments in transit, such as transfer of household goods from or to containers at air or water terminals.

(5) Inspection at site of house trailer.

c. Objectives. All shipments should have a good, thorough inspection regardless of the rank of the member (owner) to insure compliance with all applicable directives and regulations, the prompt movement and safe arrival at destination of the property in the interests of owner morale and transportation economy. Shipments may be and should be inspected at various places in the transportation system as illustrated in figure 4-1. The various military and Government agency objectives for high quality inspection of packaging and packing of household goods for storage and shipment are to—

(1) Insure efficient, economical, and safe movement and/or storage of personal property.

(2) Assure adequate protection for household goods through the use of approved packaging and packing materials, methods, and techniques.

(3) Assure the greatest practicable uniformity in the inspection of household goods by trained inspectors familiar with the requirements necessary for a good move.

(4) Provide guidelines for inspectors to follow in performing an inspection of household goods for shipment or storage.

(5) Assure by inspection that all possible steps are taken to prevent deterioration, damage, or loss during shipment and/or storage.

d. Sequence of Events—Origin.

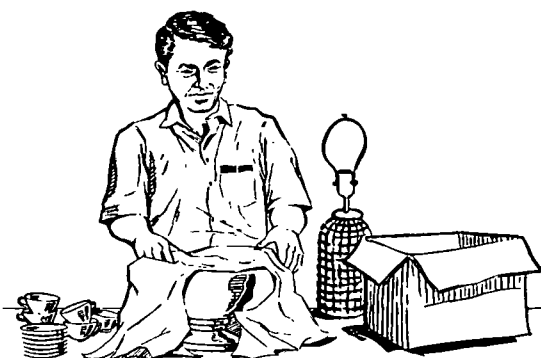
(1) The member receives his orders for a PCS, goes to the ITO where he is counseled and the application is completed, the shipment is booked by the ITO and a carrier is assigned.

(2) Premove survey is made at residence by carrier (not required by regulations). This is a good quality factor on larger moves, but not necessary on very small moves.

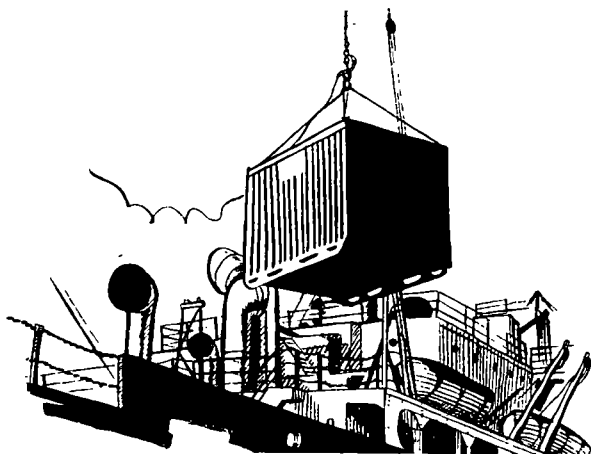
(3) Preliminary services and final packing to include—

(a) Servicing of equipment for shipment.

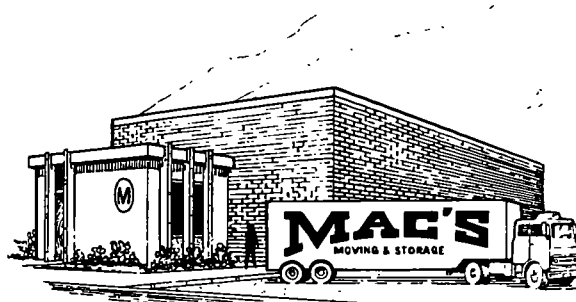
INSPECTION OF HOUSEHOLD GOODS AREAS OF INSPECTION



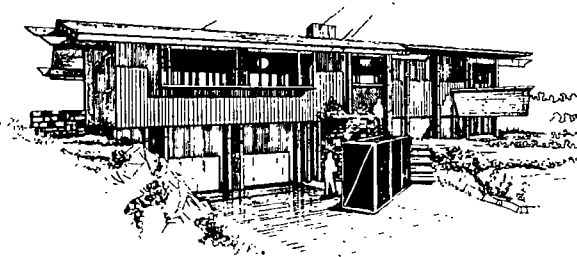
AT ORIGIN RESIDENCE



SHIPMENT AT PORT



CARRIER'S FACILITIES



DESTINATION RESIDENCE

Figure 4-1. Inspection of household goods, areas of inspection.

(b) Final containerization (special containers should be brought to residence precut; however, difficult packing is sometimes permitted at contractor's facilities).

(c) Tagging and inventorying.

(d) Loading or pickup from residence.

e. Actions at Destination. The sequence of actions at destination in which the household goods inspector has an interest include deservicing, placement of household goods in appropriate rooms, unpacking and disposal of debris, and proper recording of damages and shortages. The owner will execute a quality control form indicating his satisfaction or dissatisfaction with the services, facilities, and workmanship of the carrier; and finally, the inspector, when required by circumstances, giving guidance to the member concerning the required

paperwork for filing a claim for lost or damaged household goods.

4-3. Types of Shipment Inspections

a. Through Government Bill of Lading (TGBL) Shipments.

(1) In these shipments, household goods are placed (as separate items) in domestic vans, sea vans, air vans, or door-to-door containers. They are suitably padded or wrapped, as appropriate, for domestic or oversea shipment and, when necessary, for storage in transit.

(2) The carrier's tender of service is, in effect, his contract with the Government when he accepts a shipment. It contains a description of the services to be rendered by the carrier and the requirements the carrier must meet. It and the applicable tariff are the basis for inspection and quality control.

(3) Inspection of (TGBL) household goods shipments, normally performed at the owner's residence, is the responsibility of the origin installation transportation officer.

b. Direct Procurement Method (DPM) Shipments.

(1) Packing and containerization is normally limited to air shipments, very small domestic shipments, shipments to remote overseas areas where TGBL service is not available, or when household goods are stored at Government installations.

(2) There shipments are packed and containerized usually by a contractor operating under the requirements of MIL-STD-212C. Shipments are transported overseas or domestically in normal transportation channels for military shipments.

(3) Inspection is based on the terms of the packing and containerization contract which usually references MIL-STD-212C.

(4) Inspection of packing and containerization of household goods is generally the responsibility of one of the ITO household goods inspectors at point of origin.

c. Inspection of Storage, Temporary and Nontemporary.

(1) Nontemporary storage (long-term) is all storage authorized in the JTR other than storage in transit (SIT).

(2) Nontemporary storage may be accomplished at military installations or in commercial warehouses on a comparative cost basis (there are only a few instances where household goods are not being stored in commercial facilities).

(3) Use of commercial facilities was authorized by Congress in 1956 in Public Law 245, hence the use of the term P.L. storage.

(4) Inspection of facilities and lots in commercial storage is discussed in paragraph 10003e, DOD Regulation 4500.34-R. This inspection is not normally performed by ITO inspectors. It is a responsibility of the MTMTS area commander for the geographical area concerned.

4-4. Inspection of Carrier's Facilities

a. General. In making inspections of carriers, the inspectors for the ITO must maintain a cordial but impartial relationship with carrier personnel. Inspectors will contact the appropriate agent, carrier, or contractor supervisory personnel on arrival and make a thorough inspection of carrier facilities. Inspections are made when a letter of intent is filed and period-

ically (at least once each 6 months) or as required, thereafter.

b. Purpose. The household goods inspector is a qualified representative of the installation transportation officer in monitoring the services of commercial carriers of household goods and the ITO utilizes the household goods inspector's reports in qualifying carriers to participate in movement of military member's household goods.

(1) Facilities and equipment reports are made when the letter of intent is filed for the purpose of qualification.

(2) Facilities and equipment reports are accomplished periodically thereafter and might be used for disqualification.

(3) Household goods inspector's reports are used in maintaining a record of carrier's performance consisting of complaints, commendations and performance-evaluation information.

(4) The ITO uses the household goods inspector's reports in determining carrier's compliance with tender of service and as a basis for suspension when necessary.

c. Procedures. Warehouse construction, packing and crating methods, capacity, fire protection, security procedures, kinds and conditions of materials handling equipment (MHE), vehicles, and other pertinent information will be noted and recorded; DD Form 1912 (Inspection of Household Goods Contractor's/Carrier Facility) will be used. This form will be retained in ITO files as a record for future use; copy will not be provided to agents or carriers when a facility is rejected.

d. Followup Action. After completion of inspection, the ITO determines if the carrier is qualified. If he is, he is included on the list of qualified carriers authorized to serve the installation. ITO are required to notify carriers as promptly as possible of any unsatisfactory conditions noted. Agents or carriers will advise the ITO in writing when the deficiencies have been corrected and ITO will then arrange to make another inspection.

e. Performance Files. ITO will maintain a carrier performance file for each qualified carrier. This file will include copies of correspondence, letters of warning, DD Form 1811 and DD Form 1812 inspection reports, records of complaints, failures to meet RDD, suspension actions, etc. These files will be evaluated at least once every 90 days and warning or suspension actions taken as required to maintain high quality service. Standards for evaluating service and detailed procedures are contained in

DOD Regulation 4500.32-R. MTMTS quality control monthly printouts, when available to ITO, will show the numerical rating of carriers, based on 40 percent for time (meeting required delivery dates (RDD)) and 20 percent for low cost. These quality control tables will assist ITO in carrier selection.

f. Inspection Priority. Quality control inspections will be governed by the following priorities, so far as practicable, subject to the availability of personnel:

(1) Outbound mobile homes (house trailers), 100 percent.

(2) Domestic door-to-door and oversea door-to-door shipments, 50 percent, quarterly.

(3) Shipments packed for delivery to non-temporary storage, included in the 50 percent requirement.

(4) All other shipments, i.e., local moves, unaccompanied baggage packed and crated household goods, etc., included in the 50 percent requirement.

4-5. Inspections at Homes

a. General. When arriving at a residence or housetrailer, the inspector should courteously introduce himself (or herself, since some inspectors are women), explain the purpose of the visit and ask permission to inspect the shipment. The inspector should, at the same time, offer his or her services to the owner (member), ask for any requests, and courteously provide any information requested. He must perform his duties in such a manner as to assist and advise and not to restrict or unduly delay the carrier in the performance of his services or enter into carrier management responsibilities. Lastly, the inspector should not accept any gifts, presents, handouts, lunches, rides, or favors from any contractor, carrier, or any person in the employ of the contractor or carrier. A small insignificant gift given in good faith could be built up into a "big thing."

b. Aid to Members. The household goods inspector should keep foremost in his mind his

responsibility to aid the member in the solution of any problems relating to the household goods move. A move period is a difficult and busy time for the military member. He must uproot his family, change homes, schools, friends, etc. Any help given the member during this time will make the move a more pleasant experience and keep the military member satisfied with his chosen profession. This aid may be given in any of the following areas:

(1) *Arranging for settlement of disputes between members and carriers.* If the carrier is not meeting the requirements, the problem can be resolved through the use of performance-evaluation reports. If the member is demanding additional services not covered by regulations, the problem normally can be resolved by explaining to the member that he will have to pay for the additional services.

(2) *Clarifying the member's entitlements.* An explanation of what constitutes the member's entitlements should have been given during the counseling period (this has been discussed in paragraph 3-5). If time permits, the inspectors should occasionally sit in on these member counselings. In this manner he may make suggestions on adding or deleting material covered in the orientation as the situation dictates. The inspector should not give explanations concerning questions with which he is not familiar. If there is any doubt as to the answer the member should call the ITO household goods section for clarification.

(3) *Explaining the procedure for filing claims.* The inspector should become familiar with the procedure to be followed in submitting a claim. The inspector may be asked questions concerning time limit, forms, or supporting papers. He should answer such questions courteously but inform the member that all such information will be provided by the installation claims officer should a claim for loss or damage become necessary. The assumption is that a well planned, carefully inspected shipment will arrive safely.

CHAPTER 5

INSPECTOR PERSONNEL

5-1. General

The household goods inspector has the most intimate and sensitive involvement with the member/owner of any consumer/manager relationship in the military service. Because of this relationship he or she should be enthusiastic, positive, and effective in his or her approach to duties. The selection of personnel to be utilized as household goods inspectors is highly important if the program is to be at all effective. Some of the important areas to be considered in addition to training are: the prospective inspector's ability to meet and get along with people, and his attitude toward being detailed into this job. Utilization of one or more full-time qualified inspectors is essential to the ITO in this important transportation function. The inspector works on his own, therefore he must exercise considerable judgment, initiative, and technical knowledge in dealing directly with the carrier's personnel and the personnel being moved.

5-2. Inspector Qualifications

a. General. Inspectors should meet the following requirements:

(1) Be knowledgeable in tender of service and contract specifications for carrier performance and material standards contained in MIL-STD-212.

(2) Be neat in appearance, courteous, tactful, and able to arbitrate minor differences between members and carriers.

(3) Be able to exercise initiative, judgment, and technical knowledge in dealing with owners and carrier personnel.

b. Training. Where neither a qualified civilian nor a military household goods inspector is available, personnel of appropriate grade from related career fields are detailed to these duties. In some instances, personnel may be placed on a revolving roster for detail as household goods inspectors. However, this is the least effective method of personnel utilization. Because the household goods inspector's work is very specialized, considerable training is necessary for personnel to be fully effective.

(1) When possible this training should be formal, classroom and practical-exercise type, such as that given at the Joint Military Packaging Training Center, Aberdeen Proving Ground, Maryland.

(2) It may be in the form of an orientation by the chief of the household goods section in which the inspector will work. This orientation should cover the applicable regulations and standard operating procedures (SOP), as well as the duties of the detailed inspector.

(3) The training may be an informal, on-the-job type where the newly assigned inspector works with an experienced inspector until he learns how to perform the job.

(4) The best training available would be a combination of all of these methods.



CHAPTER 6

HOUSEHOLD GOODS, THROUGH GOVERNMENT BILL OF LADING SHIPMENTS

6-1. General

TGBL household goods traffic refers to those shipments in which household goods are placed in domestic vans, air vans, or door-to-door containers, as appropriate. In the conventional and most commonly used method, the moving carrier backs his truck or van up to the member's residence, carries his possessions out, stows them therein (packed, wrapped, braced and/or padded) and moves them to the member's new home, or storage point where they are unloaded and carried inside, unpacked or unwrapped and placed. In such movements the

initial carrier either makes, or accepts responsibility for through shipment and, when necessary, for storage in transit. The term "household goods" and the common modes of transportation used in moving uncrated household goods are defined in paragraph 1-3. Where door-to-door containers are used, they shall be in accordance with Federal Specifications approved by MTMTS.

6-2. Carrier's Contract

The tender of service, completed by the carrier (3-6c) after approval by MTMTS, is, in effect,

INSPECTION OF CARRIER'S VAN

TARE & GROSS WEIGHT

CLEAN, DRY INTERIOR

ADEQUATE HANDLING
EQUIPMENT

ADEQUATE NUMBER OF
CLEAN PADS

FULL GAS TANKS

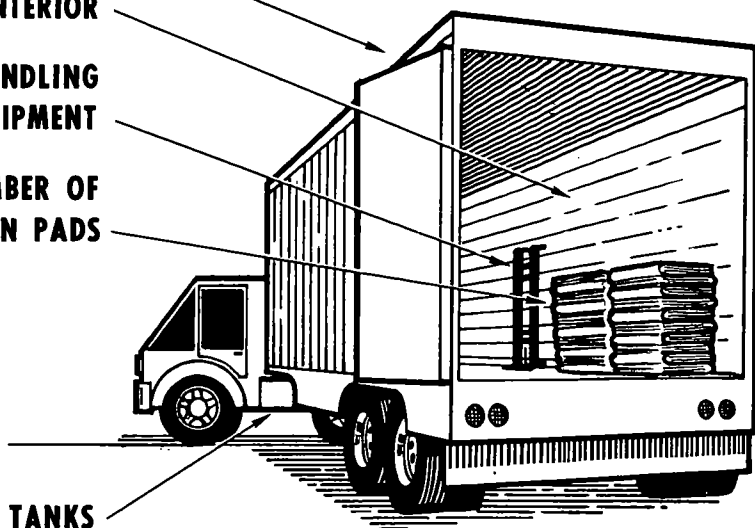


Figure 6-1. Inspection of carrier's van.

GENERAL PACKING REQUIREMENTS

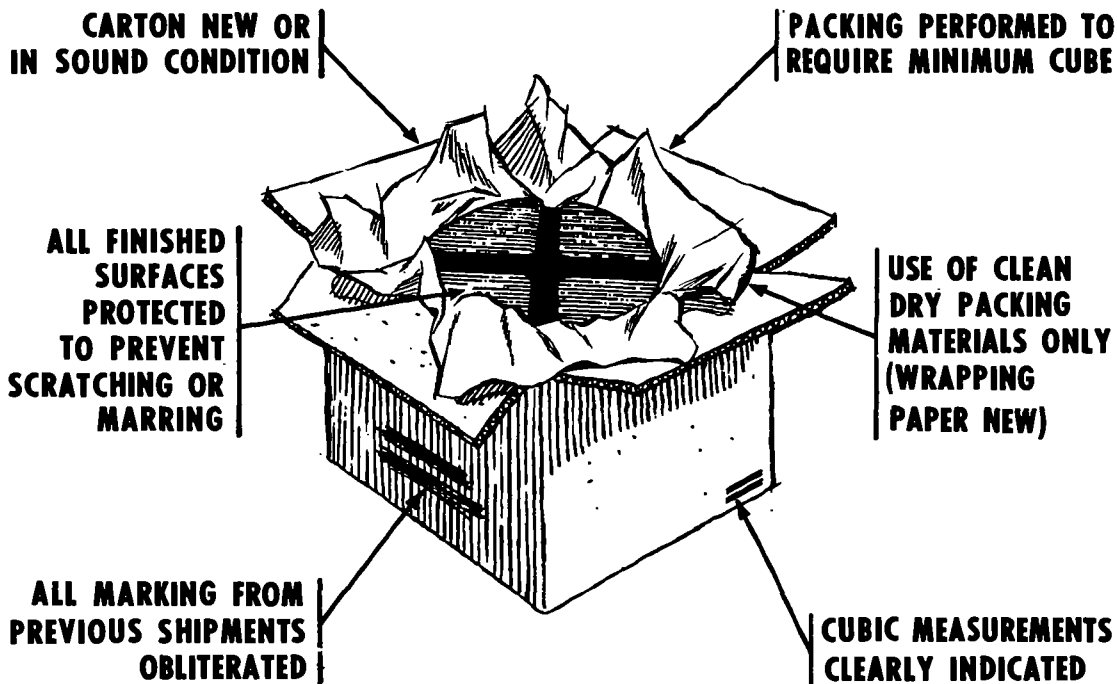


Figure 6-2. General packing requirements.

his contract with the Government when he accepts a shipment of uncrated personal property. It and the applicable tariffs are the basis for inspection and quality control. This includes ITO inspection of the carrier's terminal facilities, storage areas, carrier equipment, loading and transport procedures. Figure 6-1 illustrates the condition in which the carrier's van should arrive at a residence for loading.

6-3. Servicing, Packing, Loading, and Storage

a. General. TGBL and personal property shipments shall be packed, marked, loaded, stored and/or unloaded and unpacked in accordance with carrier's tariff and tender of service (fig 6-2). The specifications for preparation of uncrated household goods for TGBL movement are contained in section II of the Tender of Service found at appendix A, DOD Regulation 4500.34-R. The standards and requirements spelled out in these documents are intended solely to minimize or prevent any loss or dam-

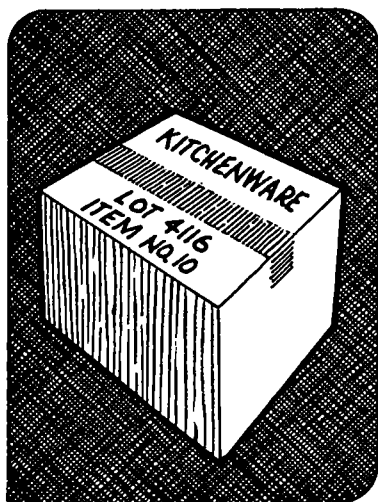
age to the member's property while in the carrier's possession.

b. Packing Methods. Books, chinaware, clothing, kitchenware, mattresses, small electrical appliances, toys, etc., will be inventoried by general contents, packed in containers, labeled, closed, and sealed in the presence of the owner or agent (and inspector, if possible) at the residence. The containers will not be repacked. Furniture cabinets, beds, chests, etc., properly marked or tagged (fig 6-3) will be loaded tightly in vans or other vehicles, protected by pads or other cushioning material to eliminate movement and damage in transit. Other operations will normally be conducted at the contractor's facility or at a Government installation. Experience has shown that *improper packing is the major cause of loss and damage*. Carrier will prepare a descriptive inventory of household goods (fig 6-4) for all property shipped.

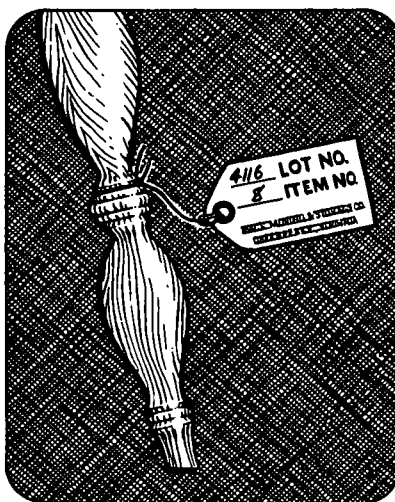
c. Appliance Servicing. The member's responsibilities in preparing appliances for shipment are generalized in paragraph 3-7b(3). The spe-

EXAMPLES OF METHODS OF IDENTIFICATION

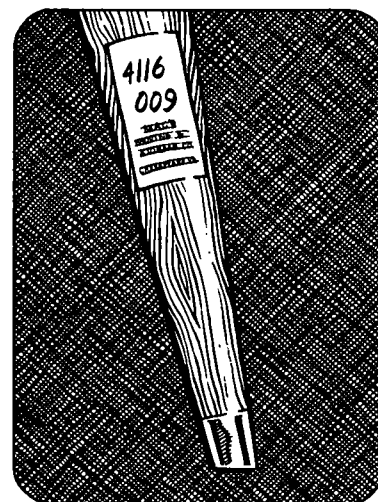
TYPE OF IDENTIFICATION USED AND
METHOD OF AFFIXING IT TO ITEM.
MUST NOT BE INJURIOUS TO ITEM



**IDENTIFICATION
OF CONTAINERS**



TAGGING OF ITEMS



TAPING OF ITEMS

NOTE: Item number must correspond with item
number indicated on the inventory sheet

Figure 6-3. Examples of methods of identification.

cific responsibilities that carriers have in servicing major common household appliances (that inspectors should carefully check) are discussed in (1) through (6) below.

(1) *Clothes dryer.* Carriers or contractors should—

(a) Tape door(s) with masking or non-staining tape.

(b) Tie electric cord to machine, using same type of tape.

(c) Screw the leveling legs back into the machine to prevent breakage in transit.

(d) Pad, pack or otherwise prepare moving parts for shipment.

(2) *Freezers.* Carriers or packers should—

(a) Remove all trays, shelves, etc., and pack for shipment.

(b) Tape movable parts not removed, including the door(s).

(c) Not use freezers as shipping containers.

(3) *Ranges, electric and/or gas.* Carriers or packers should—

(a) Remove and pack with the range, loose coils, burners, or grates. Those not loose should be taped in place.

(b) Remove, pack, and keep with the range all loose racks, shelves, and other movable oven parts.

(4) *Refrigerators.* Carriers or contractors should—

(a) Remove, wrap, and pack all pans, trays, shelves, crispers, or other movable parts. Keep these things with the refrigerator.

(b) Tape movable parts, not removed, including door(s), to prevent movement during transit—use masking or nonstainable tape.

(c) Screw levelers into the feet of the unit to prevent breakage during movement.

(d) On open-type units, pump the refrigerant into a reservoir and shut valves to prevent circulation.

(e) Bolt down all sealed units.

(f) Maintain refrigerator in vertical position during movement.

NOTE: FILL IN THIS SIDE THEN REMOVE CARBON BEFORE FILLING REVERSE SIDE.
TABLE OF MEASUREMENTS (For Estimated Charges See Other Side)

COLUMN NO. 1					COLUMN NO. 2					COLUMN NO. 3					
Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	
LIVING ROOM					NURSERY					MISCELLANEOUS					
	Bench, fireside or plonc	5	1	5		Bathinette	5				Ash or trash can	7	2	14	
	Bookcase	20				Bed, youth	30				Basket (clothes)	5	1	5	
	Bookshelves, sectional	5	3	15		Chair, child's	3				Bicycle	10			
	Chair, arm	10	1	10		Chair, high	5	1	5		Bird cage & stand	5			
	Chair, accasional	15	2	30		Chest	12				Card table	1	2	2	
	Chair, overstuffed	25	1	25		Chest, toy	5	1	5		Cabinet, filing	20			
	Chair, rocker	12				Crib, baby	10				Carriage, baby	20	1	20	
	Chair, straight	5	8	40		Table, child's	5				Clothes, homper	5	1	5	
	Clock, grandfather	20	1	20		Pen, play	10	1	10		Cot, folding	10			
	Davenport, 2 cushions	35	1	35		Rug, large or pad	10	1	10		Fan	5			
	Davenport, 3 cushions					Rug, small or pad	3				Femery or plant stands	10			
	Hideabed or Stud. couch	50									Foot lockers	5	4	20	
	Day bed	30				KITCHEN						Golf bag	2	1	2
	Desk, small or Winthrop	22	1	22		Breakfast, suite chairs	5	4	20		Heater, gas or electric	5			
	Desk, secretary	35				Breakfast table	10	1	10		Incinerator	10			
	Fireplace equipment	5	1	5		Ironing board	2	1	2		Kollaway bed	20			
	Foot stool	2				Kitchen cabinet	30				Sewing machine	10	1	10	
	Lamp, floor	3	3	9		Roaster	5				Sled	2			
	Magazine rack	2				Stool	3	1	3		Step ladder	5			
	Music cabinet	10	1	10		Table	5				Tall chest	10	1	10	
	Piano, baby, gr. or upr.	70	1	70		Utility cabinet	10				Tricycle	5			
	Parlor grand	80				Vegetable bin	3				Vacuum cleaner	5	1	5	
	Spinnet	60				APPLIANCES (Large)						Wagon, child's	5		
	Radio, table or phono	2	1	2		Air conditioner, window	30	3	90		Work bench	20			
	Rugs, large roll or pad	10	3	30		Dehumidifier	10				Carriage doll or folding	5			
	Rugs, small roll or pad	3	2	6		Dishwasher	20				OTHER ITEMS (Specify)				
	Tables, drop'lf or occas.	12	1	12		Dryer, electric or gas	25	1	25		SAMPLE				
	" coffee, end, or Nest	5	1	5		Freezer: (cu. capacity)									
	Table, library	20				10 or less	30								
	Telephone stand & chair	5	1	5		11 to 15	45	1	45						
	Television combination	25	1	25		16 and over	60								
	" or radio console	15				Mangle	12								
	Television, table model	10				Range, electric or gas	30								
						Refrig'lar: (cu. capacity)									
						6 cu. ft. or less	30								
						7 to 10 cu. ft.	45								
DINING ROOM						11 cu. ft. and over	60	1	60		CONTAINERS				
	Bor, portable	15				Washing machine	25	1	25		Barrels	10	2	20	
	Buffer	30				PORCH, OUTDOOR FURNITURE AND EQUIPMENT						Boxes, wooden	3		
	Cabinet, corner	20				Both, bird	5				" "	5	1	20	
	Chair	5	6	30		Garden hose and tools	10				" "	10			
	Chino closet	25	1	25		Glider	20				Carlans	1 1/2			
	Server	15				Lodder, extension	10	1	10		" "	3			
	Table, extension	30	1	30		Lawn chairs	5	3	15		" "	4 1/2			
	Teo cart	10	1	10		Lawn mower (hand)	5				" "	6	4	24	
	Rugs, large or pad	10	1	10		Power mower	15	1	15		Crotes				
	Rugs, small or pad	3				Umbrella	5				" "				
BEDROOM						Settee or Glider	30				" "				
	Bed, incl. spring & matr..					Picnic table	20				Mirror cartans	4-8	2	8	
	Double	60	2	120		Picnic bench	5				Mattress cartans				
	Single or Hollywood	40	2	80		Outdoor child's slide	10				Mattress bags				
	Bunk (set of 2)	70				Outdoor child's gym	20				Wordrobes	15	1	15	
	King size	70				Outdoor dryer racks	5								
	Bureau, dresser, chest of					Outdoor swings	30								
	Dr'w'rs, chifrb. or chifnr.	25	3	75		Port, grill or barbecue	10								
	Cedor chesi	15	2	30		Porch chair	10	2	20		Sub. Total Col. 3		28	180	
	Chair, boudair	10	2	20		Rocker, swing	15				Sub. Total Col. 1		71	876	
	Chair, straight or rocker	5	1	5		Rug, large	7				Sub. Total Col. 2		26	378	
	Chaise lounge	25				Rug, small	3				Grand Total		125	1434	
	Dresser or vanity bench	3	2	6		Settee	20								
	" double (Mr. & Mrs.)	50				Table	10				Total Cubic Ft.		1434		
	Night table	5	3	15		Sand box	10				Multiply by 7-lbs. per Cu. Ft.				
	Rug, large or pad	10	3	30		Wheel barrow	8	1	8		Total Estimated Weight of Shipment		10038		
	Rug, small or pad	3	3	9											
	Vanity dresser	20	2	40											
	Wardrobe, small	20	1	20											
	Wardrobe, large	40													
	Sub. Total Col. 1		71	876											
						Sub. Total Col. 2		26	378						

Figure 6-4. Descriptive inventory of household goods.

(5) *Washing machines.* The carrier is responsible for—

(a) Draining all water to prevent freezing in cold weather or damage to other goods in the same load.

(b) Tape doors closed with masking or nonstaining tape.

(c) Remove and attach (or pack inside) all protruding knobs.

(d) Move machine in upright position to prevent oil spillage.

(6) *Television, radio, hi-fi sets.* The carrier or packer should—

(a) Check to see if the chassis is bolted in place, if bolts are missing, replace and tighten them.

(b) Turn all radio dials to lowest number (55).

(c) Tie hi-fi tone arms down—secure the record changer.

(d) Remove, or tape in place, turning knobs as required.

(e) Fasten cabinet doors with masking or nonstaining tape.



CHAPTER 7

DIRECT PROCUREMENT HOUSEHOLD GOODS SHIPMENT

7-1. General

Direct Procurement Shipment of household goods is usually limited to small shipments. Shipments to and from oversea areas where TGBL service is not available, when shipment by the direct procurement method is more economical, or when placed in Government storage facilities, are also packed and crated. These shipments are packed and crated usually by a contractor, under the requirements listed in MIL-STD-212. Shipments so packed and crated are transported domestically or overseas in normal transportation channels for military shipments. The principles discussed in paragraphs 6-2 and 6-3 also apply to packed and crated household goods. ITO may route such shipments in any quantity. AR 55-357, AR 55-358, and AR 55-359 are the Joint Service Terminal Facilities Guide providing for shipments of the various services. In accordance with paragraph 1-7 of the cited regulations, DPM household goods shipments are to be consigned as stipulated in MTMTS DPM Personal Property Consignment Instruction Guide Worldwide. In no case will DPM shipments of household goods be consigned to the member at his residence unless authorization in the consignment guide.

7-2. Methods

a. General. Origin ITO should make sure that all items of a household goods shipment are packed (containerized) at the member's residence. Removal of goods for packing at the carrier's warehouse due to lack of containers at the member's residence can only be done with ITO approval. Failure of a TGBL carrier to follow this procedure is a violation of the carrier's Tender of Service and a cause for suspension.

b. Packing Household Goods in Crates. All items to be packed in the crate should be clean, and packing must be carefully planned for the best utilization of crate and proper weight distribution and to obtain maximum stowage factors. If it is determined that some goods must be

packed in another type of container, large individual items should be reserved for such packing rather than placing miscellaneous items in a small box. Adequate cushioning and protective wrapping are required for all items placed into interior containers. Large items, refrigerators, tables, and stoves, are usually packed and crated in a skeleton crate separately. The crate is then firmly secured in the corner or along the wall of the shipping vehicle. Braces placed against the skeleton crate usually are the most effective method of assuring that the item will not shift or be damaged. Heavy, dense articles, such as machines, footlockers, boxes of books, china, and dishes should be packed on the floor. Pack large, flat articles, such as mattresses and springs, on edge. Pack less dense articles, such as chairs, small electrical appliances, and linens in the middle layer and lightweight articles above. Items should be packed tightly, using excelsior or other wadding to fill gaps so as to immobilize all articles and packages. The amount of padding should be kept to a minimum consistent with protection required. Either all space is filled or top bracing will be installed in a partially filled crate.

c. Packing Household Goods in Containers. Principles and methods applied for packing household goods in crates also apply to container-type transporters. Most of the bracing is done with metal strapping and blocking. To protect against pilferage of contents after doors are closed, a strand of 0- to 5-gage wire may be applied to handles and tightly twisted and a numbered seal applied to the handles. Instead of a waterproof barrier applied to all faces except the base, as in the crate, it is applied in the doorway. A 3-inch tape applied provides water protection at the doorway.

d. Scope of Inspections. Inspections of operations incidental to packed and crated household goods shipments, in addition to those listed in paragraph 4-4, may include the following:

(1) Packing and protection required at the residence incident to drayage and stowage, wardrobe service, pickup of household goods at

location, servicing of appliances, inventory, marking, tagging, loading, weighing, drayage to warehouse, and unloading on the warehouse platform.

(2) Loading at warehouse platform for delivery, drayage to destination, and unloading, including the placing of goods in appropriate rooms as specified by owner.

(3) Unpacking services, performed by carrier (carrier-packed items) or contractor at destination are the same as discussed in paragraph 3-6e for uncrated shipments. These include the unpacking of all barrels, boxes,

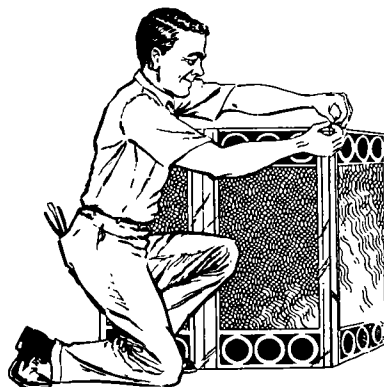
crates, and cartons, the destination servicing of appliances (reversal of the process at origin), the removal from the owner's residence of all empty containers, packing materials, and other debris that accumulated incident to unpacking unless waived in writing by the owner (para 3-4b(7) and 3-6e). Carrier's responsibilities at destination are illustrated in figure 7-1.

(4) Recording of any overages, shortages, or damage that is found while unpacking. The term "improper packing" is meaningless. Give full details showing exactly how the packing was improper and cite violations.

CARRIER'S RESPONSIBILITY AT DESTINATION



UNPACKING PACKED CARRIER BOXES, BARRELS, ETC.



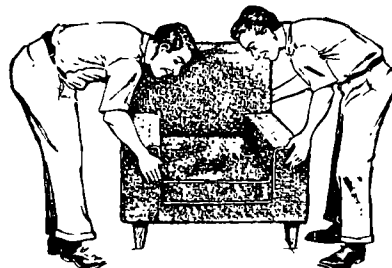
REASSEMBLING OF ITEMS



SERVICING OF APPLIANCES



RECORDING ALL DAMAGES & FURNISHING OWNER WITH COPY



PLACING GOODS IN APPROPRIATE ROOMS



REMOVING ALL DEBRIS

Figure 7-1. Carrier's responsibility at destination.

CHAPTER 8

CONTAINERIZED SHIPMENT OF HOUSEHOLD GOODS

8-1. General

Only commercial containers tested and approved by MTMTS in accordance with Federal specifications listed in MIL-STD 1489 will be used for the shipment of household goods. Containers are normally used for packed and crated shipments between CONUS and oversea areas. Containers provide maximum economy in transportation costs and minimize losses by damage or pilferage en route. DOD policy requires that every container used for household goods must be calked inside for international shipments. Such containers must be MTMTS-approved and must be so stenciled on the outside. The use of containers for transport of military cargo is fully discussed in AR 56-1. ITO will insure that—

- a. Containers are properly utilized.
- b. Shipments are inspected for prohibited items, compliance with applicable customs requirements, and carrier quality-control performance. This latter item includes prevention of the indiscriminate use of varied-size overflow containers.
- c. Only items which are too large for a Type II container are placed in an overflow container constructed in accordance with Federal specifications PPP-B-601. Overflow containers will not exceed a gross weight of 400 pounds.

8-2. Carrier's Contract

a. *General.* The commercial carrier's contract pertinent to the use of containers is contained in paragraph 33 of the Tender of Service (DOD Regulation 4500.34-R). This agreement provides that the carrier will utilize containers which are equal to or better than the specifications listed in paragraph 8-1, above.

b. *Packing.* The carrier agrees that all packing will be accomplished in accordance with Section II of the Tender, and that the carrier and the ITO will advise the member that the carrier accepts no liability for packing done by the member. All material used shall be new or in sound condition. If the material is not new, all marks pertaining to any previous shipment will

be completely obliterated as indicated in c below. All material used will be free of any substance injurious to the articles being packed in the container or to the owner.

c. *Marking.* All containers will be marked pursuant to MTMTS instructions for DPM shipments and MIL-STD-212C.

(1) Containers will be marked with the name of the organization which accomplished the packing, the name of the Government activity responsible for the inspection, the identity of the Government inspector, and the date inspected. When shipments are not inspected by a government inspector the contractor shall stencil "Not Inspected" in the space reserved in the stencil for the name of the inspector.

(2) Markings not required on containers shall be obliterated with lacquer, lusterless enamel, or paint conforming to Specification TT-L-40 or MIL-E-74. Markings shall be placed on shipping containers by means of a stencil, using stencil ink conforming to Specification TT-I-558 or 559, as appropriate. All markings shall be overcoated with a waterproof lacquer or varnish conforming to Specification TT-L-26 or TT-V-121. Markings shall be placed on one side and one end as illustrated in Figure 3 of MIL-STD-212C.

(3) Cubic measurements will be indicated in a conspicuous place on all carrier-packed containers.

d. *Weather Protection.* The carrier's agreement in paragraph 33 of the Tender of Service provides as follows:

(1) That all shipments (in containers) held at terminal facilities awaiting transportation will be placed in a covered area which will provide complete protection from the elements.

(2) That all household goods shipping containers moving in linehaul service by flatbed equipment will be covered with a waterproof tarpaulin or other suitable material which will provide complete protection from and preclude exposure to the elements.

(3) That containers moving in local pickup or delivery service will be similarly covered

when local weather conditions dictate. In any event, such protective covering will be available on the vehicle.

8-3. Packing Methods

a. General. The carrier's Tender of Service provides that all packing by the carrier will be performed in a manner requiring the least cubic measurement, producing packages that will withstand normal movement without damage to container or contents, and at a minimum of weight. The number and weight of containers used will not be greater than is necessary to accomplish efficient movement. The use of damp, wet, or unclean packing materials is prohibited, and all finished surfaces will be protected to prevent marring or scratching.

Specification PP 336, Fabrication of Fibre Board containers, provides that cartons for certain items such as bed linens and mattresses must be new. For other items, cartons must be clean, sound, and serviceable.

b. Loss or Damage. Carriers agree to exercise care to prevent loss or damage of personal property in the process of packing and to amply and properly protect personal property in their possession. Books, chinaware, electrical equipment, linens, mirrors, pictures, rugs, mattresses, etc., will be padded, wrapped and/or packed in suitable cartons, boxes, containers, as required for the individual items of a member's personal property and household goods. The details of the carrier's responsibilities are contained in paragraph 39 of the Tender of Service (DOD Regulation 4500.34-R).

CHAPTER 9

PRIVATELY OWNED VEHICLES (POV)

9-1. General

Military and civilian personnel are authorized shipment of privately owned vehicles at Government expense incidental to permanent change of station orders—involving movement to, from, and between oversea areas. Direct ocean shipping service, on US flag vessels, will normally be utilized. The legal authority for such shipments, applicable restrictions and other details are fully discussed in the Joint Travel Regulations (JTR) and AR 55-71. POV for overocean shipment must be delivered by the member or his agent to the designated shipping port, at the expense of the member (owner). As used in this text, the term POV includes any self-propelled wheeled motor conveyance used primarily for the transportation of passengers. This includes automobiles, station wagons, pickup and panel trucks not exceeding $\frac{3}{4}$ -ton capacity, jeeps, motorcycles, motor scooters, small auto buses not exceeding 9-passenger capacity, and other multipurpose or passenger-carrying vehicles which qualify for shipment on the member's written certification that the vehicle is for his personal use as a passenger carrier. Army personnel may ship a panel or pickup truck and such trucks when converted to a camper, provided the member agrees to pay transportation costs for the measurement tons in excess of 20 measurement tons. All POV must be operable.

9-2. Shipping Procedures

a. General. POV should be delivered to the ocean terminal or designated loading port, during normal business hours, Mondays through Fridays, by the owner or authorized agent, prior to the departure of the individual on whose orders the shipment is to be made. If extenuating circumstances, not the fault of the owner, prevent delivery of the POV to the loading port prior to the departure of the person on whose orders shipment is to be made, or for 90 days after his departure from a CONUS port, shipment is authorized only when the Army or oversea commander determines that such shipment is in the best interests of the Government.

b. Owner's Responsibilities. Among other things owner or agent is to be advised to remove and ship separately those items which can be readily removed, i.e., highly pilferable items, which should be removed from the vehicle prior to turn-in, and shipped as baggage or personal effects. Leave only such items as are considered normal vehicle tools and equipment in the vehicle. This is understood to include two mud or snow tires and a top baggage rack. Thermos bottles, car cushions, headrests, and such items used for passenger comfort may be shipped, if loaded into the container provided by the port for vehicle tool and accessories. Inspectors will verify this.

c. Port Responsibilities. Port processing for shipment of POV will include the following actions relative to possible damage or loss:

(1) Remove hubcaps and other items susceptible to loss or damage; these will be packed in containers.

(2) Provide a packing container for tools, accessories, spare parts, etc. A properly loaded container must be in each vehicle, to facilitate checking and provide security for property in the custody of the US Government.

(3) Prepare a joint inventory, with the owner or agent, on the reverse side of DD Form 788 (Private Vehicle Shipping Document) ((5) below).

(4) Close, secure, and band the container and place it in locked trunk compartment or in the interior of the vehicle if it has no trunk.

(5) Inspect vehicle and prepare DD Form 788 (Private Vehicle Shipping Document), in quadruplicate, noting any exceptions, defects, or damages thereon (Loading and unloading contractors and vessel operators will note thereon any damage that occurs en route).

d. Delivery Ports. Destination ports make joint inspection with owner or agent, noting exceptions if any. Assist sponsor, as required, in moving a POV, filing claim for any loss or damage (discussed in paragraph 9-3 and chapter 12.)

9-3. Loss and Damage Information

a. General. The following steps must be taken to make a proper claim against the Government regarding any loss or damage which the owner finds on his POV as a result of its shipment:

(1) The loss or damage must be brought to the attention of the POV office personnel *before* removing the vehicle from the installation. Once the vehicle has left the installation, the POV office personnel will not verify any damage or loss.

(2) POV office personnel will check the loss and/or damage and make the necessary annotations on the back of owner's copy of the DD Form 788. The annotation will be stamped, signed, and dated by POV office personnel.

(3) Owner's copy of DD Form 788 with such loss or damage properly verified by the PVO office is the document necessary to substantiate a claim. The DD Form 788 is to be submitted by him when he files his claim.

(4) If the POV was insured, it is required that a written demand be made upon the insurer for reimbursement prior to or concurrent with submission of owner's claim against the

Government. A copy of such demand must be submitted as part of the claim against the Government, together with all of the correspondence with the insurer.

(5) Additional evidence necessary to substantiate the owner's claim:

(a) One copy of the paid repair bill or estimate of cost of repair, fully itemized, signed, and certified by the signer as being just and correct.

(b) One copy of the orders authorizing the travel or shipment, or a certificate explaining the absence of orders, and stating their substance.

b. Filing a Claim. In order to file a proper claim against the Government, the owner or his agent should contact a claims officer or judge advocate. The claim may be filed with the claims officer at his next duty station, but it must be filed within 2 years from the day the vehicle was received by him. If he is leaving the service, the claim may be filed with the claims officer at the military installation nearest owner's home. Details are discussed in chapter 13.

CHAPTER 10

MOBILE HOMES

10-1. General

ITO or their representatives will inspect on a quarterly basis, not less than 50 percent of all mobile home shipments (total inbound and outbound) as directed by DOD Regulation 4500.34-R. These inspections are to insure that all carriers serving their installations comply with the terms and conditions of the tender of service and the applicable tariffs. Inspections, made by the carrier prior to and during movement, are discussed below and in paragraph 12-2b.

10-2. Reports of Inspection: Origin

At the time of pickup, the carrier will prepare an original and three copies of carrier Inspection Record, figure 9-4 in DOD Regulation 4500.34-R, which will describe the condition of the mobile home prior to shipment. This is a carrier form which he may reproduce locally as required. The original will be retained by the carrier for comparison with owner's (first) copy when checking the mobile home at destination. The second and third copy will be given to the origin ITO who will forward expeditiously the second copy to the destination ITO and retain the third copy in his file. The ITO inspection at origin will determine that the owner (member) has complied with his responsibilities in preparation of the mobile home for movement, and that the carrier complied with his contract (para 10-1). This inspection will be recorded on DD Form 1412, Carrier Inspection Record and Inventory, signed by ITO member, and the carrier's agent.

10-3. Reports of Inspection: Destination

a. General. In addition to the routine inspections (50 percent on a quarterly basis), inspections at destination will be made when circumstances indicate the need or when requested by the origin ITO. In selecting shipments to be inspected at destination, the origin ITO will consider such factors as the carrier's past performance, inspection at origin, evidence or prior poor quality service violations of the Tender of Service, member's dissatisfaction with the selected carrier, etc.

b. Format and Distribution. DD Form 1800, Mobile Home Shipment Inspection at Destination, will be used by the destination ITO to record inspections performed (paragraph 9007, DOD Regulation 4500.34-R). It will be prepared in an original and two copies. The original will be sent to the Commander, MTMTS, ADP Operations Division, Washington, D.C. 20315, ATTN: Production and Quality Control. One copy will be forwarded to the origin ITO and one copy given to the member. This report provides for quality control purposes, discussed in chapter 12. This report will indicate detailed explanations of any carrier violations of the Tender of Service when an origin ITO requests an inspection at destination, he will attach such request to the "Property Received" copy of the GBL and dispatch it to the destination ITO promptly so as to assure its receipt there prior to the arrival of the mobile home.



.

.



.

.



CHAPTER 11

CUSTOMS CLEARANCE

11-1. General

There are some limitations and restrictions in connection with the customs clearance of personal property of civilian and military personnel who travel on Government orders to and from overseas areas. These limitations, restrictions and the responsibilities of commanders, property owners and transportation officers are outlined in DOD Regulation 5030.49-R. Pertinent provisions of this regulation are discussed herein for the benefit of individuals not having access to a copy of it. Some information concerning restricted areas of the world and special shipping requirements extracted from AR 55-71 are also included in this discussion.

11-2. Department of Defense Policy

a. General. It is DOD policy that DOD personnel comply with customs requirements of the United States when returning to this country from overseas, and the customs requirements of the host country when going overseas. As examples, members are forbidden to ship narcotics to the United States, or to ship firearms or red colored POV to certain foreign countries. ITO must cover applicable restrictions when the member is counselled at the time of filing his application for shipment of personal property. The status of forces and/or Base Agreements made with various friendly nations where US Forces are assigned include customs entry requirements peculiar to the specific country. There are DD forms applicable to each, as an example, DD Form 1727, Customs Declaration for Republic of the Philippines. Personnel on permanent change of station to the Philippines execute this form upon application for transportation of household goods, unaccompanied baggage and privately owned vehicles from CONUS and overseas activities to the Republic of the Philippines.

b. Specific Policy Purposes. DOD policy encompasses inspection and entry requirements for personal property designed to—

- (1) Eliminate the flow of drugs, narcotics,

and other contraband into the United States through DOD transportation channels.

- (2) Cooperate fully with and assist the Bureau of Customs, Department of the Treasury, in enforcing US customs laws and regulations within the DOD.

- (3) Minimize inconvenience to DOD personnel and delays in movement of DOD cargo and mail caused by the enforcement of customs regulations.

c. Common Violations. Numerous personal property shipments received from overseas are frustrated at the ports of entry because of insufficient or improperly executed customs documents. Common errors include: Missing DD Form 1252 (Owner's U.S. Customs Declaration and Entry and Inspecting Officer's Certificate); no signature on DD Form 1252 with no reason indicated; no certifying signature on DD Form 1252 by military customs inspector; no validated IRS Forms 6 and 6A with documentation when firearms are included in the shipment. ITO are responsible for insuring that all documentation, prescribed by DOD Regulation 5030.49-R, is properly executed and distributed.

11-3. Responsibilities

a. General. The Department of the Army (DA) is the executive agent responsible for customs inspection activities in DOD and develops policy and procedural guidance in collaboration with other DOD components to assure an efficient and uniform DOD customs inspection program. It maintains liaison with other DOD components, the Bureau of Customs, and other agencies or activities as required.

b. The Military Departments. The several military services, through all levels of command down to include local transportation officers, are responsible for implementing applicable parts of DOD Regulation 5030.49-R, the customs inspection regulation. These responsibilities include insuring that—

- (1) DOD personnel designated as military customs inspectors are properly trained, pos-

sess the highest standards of integrity, and are appointed on written orders.

(2) Quality control procedures are established to insure the effectiveness of the DOD customs inspection program, including appropriate action when military customs personnel fail to perform their assigned duties.

(3) Coordination is maintained with representatives of the Bureau of Customs located within the command jurisdiction.

(4) Information is disseminated to all members within the command concerning the required documentation, prohibitions, restrictions, requirements and penalties pertinent to the shipment of narcotics, drugs, and other prohibited contraband material in their baggage, household goods, or by other means.

c. Military Customs Inspectors. The inspectors are responsible for—

(1) Performing their duties under the provisions of DOD Regulation 5030.49-R and other implementing regulations. Inspectors are discussed in chapter 5.

(2) Representing their commanders and the Bureau of Customs in the performance of inspection, examination, and documentation of shipments which originate within areas of jurisdiction.

(3) Insuring that customs violations are promptly reported to the appropriate military agency for investigation and necessary action.

d. Military Members. Individual members of the DOD components who ship personal property and household goods are responsible for—

(1) Complying with all directives and regulations pertaining to the shipment of narcotics, drugs, and other contraband material.

(2) Cooperating with civilian and military customs officials in the inspection/examination, documentation, and importation of their shipments.

11-4. Customs Inspector's Training

a. General. Individuals designated by written orders as military customs inspectors may be commissioned officers, warrant officers, enlisted personnel E-4 or above or United States citizens who are DOD civilian employees, GS-9 or above. Individuals so designated will be trained in accordance with their specific duties, i.e., passenger and baggage inspector, household goods inspector, etc. On-the-job instruction should be used to supplement formal training in those areas where the inspector will perform his duties, as prescribed in DOD Regulation 5030.49-R.

b. Scope of Training. Instruction and training will include, but not be limited to the following:

- (1) Customs and quarantine orientation.
- (2) Preparation of customs forms.
- (3) Exemptions.
- (4) Art and methods of inspection.

11-5. Firearms and Ammunition

a. General. Chapter 10, DOD Regulation 5030.49-R implements the provisions of the Gun Control Act of 1968 and related laws as they apply to DOD personnel. It prescribes procedures, responsibilities, and outlines eligibility requirements for the importation into the United States and interstate movement of privately owned firearms and ammunition by DOD personnel. It does not apply to the shipment of war trophy firearms, which are governed by AR 608-4.

b. Importation of Privately Owned Firearms and Ammunition. To qualify for importation into the United States all firearms and ammunition acquired by military personnel overseas must—

- (1) Not be a surplus military firearm.
- (2) Not be a prohibited firearms (example, machine gun).
- (3) Be generally recognized as suitable for sporting purpose (example, a shotgun).
- (4) Be intended for the personal use of the member.

(5) Be firearms or ammunition which the member previously took overseas.

(6) Be accompanied with all prescribed permits, certification, and declaration documents.

c. Exportation and Shipment Overseas. Practically all countries of the world, particularly the so-called underdeveloped nations, impose drastic restrictions on the importation of firearms and ammunition. These range from absolutely banning personally owned firearms of all kinds to a limited importing of shotguns only, for sporting use, hunting, and target practice. AR 55-71 outlines in detail the restrictions imposed by each nation where United States Government personnel may be stationed or assigned and the requirements for securing customs entry permits in each case. ITO in counselling members, active or retired, planning to reside in any foreign country will emphasize the drastic restrictions applicable to firearms. ITO will assure that firearms and ammunition are not included in household goods and/or personal baggage without the au-

thorization or permit required or applicable for the country of destination.

d. Shipping and Packing Requirements. To be authorized shipment and/or importation, all firearms must be free of explosive charges. They must be supported with documentation prescribed by DOD Regulation 5030.49-R when turned over to an ITO or carrier for shipment. Authorized firearms may be included in—

(1) Accompanied baggage that is not acces-

sible to the owner and is transported in the cargo compartment of the aircraft or vessel.

(2) Household goods and unaccompanied baggage when supported by the prescribed documentation. All firearms must be placed in household goods or baggage shipments in such a position that the firearms will be readily accessible for examination by customs inspectors when required.



CHAPTER 12

QUALITY CONTROL

12-1. General

The ITO, the property owner, and the carrier have quality control responsibilities in the movement of household goods, personal property, and mobile homes. The carrier is responsible for providing quality facilities, material and service. The ITO and owner are responsible for seeing that he does. The requirements for quality control are outlined in AR 55-71, DOD Regulation 4500.34-R and MIL-STD 212C.

12-2. Carriers

a. General. The carrier agrees under paragraph 19 of the Tender of Service that his services and the manner of handling personal property are subject to inspection and acceptance by the ITO or his authorized representative. In paragraph 48 of the Tender, the carrier further agrees "to establish a quality control system which will . . . insure the service provided is equal to or greater than the standards of service established by HQ, MTMTS." He also agrees "to provide MTMTS detailed descriptions of this quality control system on request to the carrier's home office."

b. Mobile Homes. The carrier in the Tender of Service, agrees to inspect the mobile home and internal contents prior to movement and to advise the ITO of any apparent defects that may render transportation unsafe or impracticable. This inspection will include the ground conditions leading to and underneath the parked mobile home to ascertain if damage would occur if moved by the carrier's equipment and whether wrecker service is necessary. He agrees that his equipment and manner of handling mobile homes is subject to inspection and acceptance by the ITO. Other reasonable inspections will be made en route and action taken to have corrected any defects which would render the mobile home unsafe for onward movement.

c. Personal property. The carrier agrees in the Tender that the interiors of vehicles and

containers used to transport personal property will be clean and will be provided with clean pads, covers, and other protective equipment to insure safe transit and delivery of personal property (fig 6-1). Vehicles will be maintained to assure that they are free of holes or other conditions which would permit the entry of water and that doors, when closed, fit tightly and securely. All these are subject to inspection by ITO for compliance.

12-3. Installation Transportation Officers

The ITO responsibilities for quality control consists largely of inspections and reports. The ITO inspects a carrier's facilities and equipment when the initial letter of intent is filed. He evaluates the performance of each qualified carrier at least once every 90 days. He inspects at least 50 percent of the shipments on a quarterly basis to assure satisfactory performance. When a carrier fails to comply with provisions of the Tender, regulations or legal requirements, or commits unethical acts, the ITO must consider the quality of performance the carrier has previously rendered before warning, suspending or recommending disqualification to MTMTS. Details of inspections required are contained in chapter 4.

12-4. Member (Owner)

The personal property owner is responsible for taking all the required preliminary actions to prepare his property, vehicle or mobile home for shipment. He is responsible for observing the carrier's performance at his residence when the property is picked up (origin) and again when it is delivered to his new residence at destination. His final responsibility is proper execution of the Quality of Carrier's Performance Report given him by the origin ITO, and filing it with the destination ITO. This document is essential for the ITO to properly evaluate carrier performance and compliance with the Tender of Service.



CHAPTER 13

CLAIMS FOR LOSS OR DAMAGE TO PRIVATE PROPERTY

13-1. General

Any military member or civilian employee of the Department of the Army (DA), or civilian employee of the Department of Defense who is not employed by the Department of the Navy or Air Force, or his authorized agent or legal representative, may submit claims for reimbursement for loss of, or damage to, household goods and other personal property being transported or stored at Government expense. Members of the Air Force, Coast Guard, or Navy may, when an installation of their service is not available, present a claim to the Army for loss or damage to personal property incident to their active service. Such claims will be processed and forwarded to the respective service as outlined in AR 27-20. By statute, the Government's liability is limited to \$10,000 in such cases, less any amounts recovered by private insurance or from carriers/contractors. The pertinent provisions of AR 27-20 are discussed herein.

13-2. Basis for Claims by Members

a. General. For loss or damage discovered after delivery, the destination ITO and the local agent of the carrier will be notified promptly and the carrier extended the privilege of examining the shipment by dispatching DD Form 1840, Notice of Loss or Damage. Personnel indicated in paragraph 13-1 may submit claims for loss of, or damage to, personal property incident to transportation and/or storage under certain conditions as discussed below. Installation transportation officers (ITO) will assist members in securing required documentation but claims will be filed with and demands made upon carriers and contractors by the *installation staff judge advocate or claims officer*, in accordance with procedures outlined in AR 27-20.

b. Prerequisite Conditions. Member's property must—

(1) Be in transit or storage pursuant to orders, in connection with travel under orders or in the performance of military duty; or

(2) Be in the custody of a common or contract carrier or any other commercial concern under contract to the Government; or

(3) Be in custody of an agent or agency of the Government; or

(4) Be in the custody of the claimant, or in a private or public conveyance in which he is traveling in performance of military duty; or

(5) Be aboard a military aircraft, vessel, vehicle, or in the custody of proper personnel connected therewith, pursuant to orders authorizing travel on a space-available basis.

(6) Be lost, damaged, or destroyed incident to service.

13-3. Responsibility for Loss or Damage

a. General. In order to establish responsibility and effectively press claims against carriers and contractors, prompt action is desirable. Discrepancies indicating loss, damage, or destruction to household goods and personal property incident to the transportation and/or storage of such property must be recorded as soon after it occurs as possible. The responsibilities for doing this rest upon the member (owner or agent) and the transportation officer concerned.

b. Claims Information. When loss or damage has been sustained in a shipment of personal property and evidence of a claim for compensation is apparent, the ITO or the installation military claims officer will initiate DA Form 3, Individual Claims Data Report, to transmit data relating to the filing, processing, and adjudication of such claim. Form will be completed and copies distributed as directed in AR 27-20.

c. Repair Estimate for Damaged Goods. Carriers may not require members to furnish more than one qualified repair estimate to support a claim involving repair of household goods or personal property damaged through shipment on GBL. MTMTS policy is that if a carrier feels that one estimate is unreasonable, the carrier may make another estimate at his own expense.

13-4. Action by the Destination Transportation Officer

a. General. The transportation officer at destination, or serving the activity where property is received, upon receipt of notice of loss or damage to property from carrier, owner, or other sources will arrange to inspect damaged property as promptly as possible (within 10 working days of notice) and prepare DD Form 1841, Government Inspection Report. Distribution will be made as outlined in chapter 13, DOD Regulation 4500.34-R. Within 24 hours after receipt of such notice, the ITO will prepare and dispatch DD Form 1840, Notice of Loss or Damage. Distribution of the original and copies will be made as prescribed therein. This notice of loss or damage complies with the requirement of the Government bill of lading and is a most vital document for successful recovery actions. Other actions will be taken as prescribed by AR 27-20. DD Form 1841, Government Inspection Report is discussed in paragraph 13-5.

b. Other Procedures. After inspection of the property and examination of the evidence, the transportation officer or another responsible individual, will make a preliminary determination as to loss, damage, or destruction found. The installation claims officer or claims judge advocate is responsible for preparing the demand against the carrier, warehouseman, or other contractor (DD Form 1843) and forwarding the demand to the home office of the firm concerned. When the property is shipped on a through bill of lading, demand will be made on the carrier to whom the bill of lading was issued. The claims officer or claims judge advocate also makes a determination of the liability of the carriers, warehousemen, or other contractors. In this regard, when it appears that loss or damage resulted from improper storage, packing, or crating by a contractor, the ITO will include a statement, in detail, of the basis for the determination.

c. Other Documentation. In addition to the statement referred to in *b* above, the ITO will forward to the installation claims judge advocate or other claims officer, the following documents:

- (1) Copies of GBL and DD Form 619, including discrepancy notation if any.
- (2) Inventories of warehouse receipts indicating condition of the property at each stage of the movement and/or storage.

13-5. Inspector's Report of Loss or Damage

DD Form 1841, Government Inspection Report,

will be used by the inspector to report damage and/or loss claims on military household goods shipments. The form is self-explanatory. All information called for on the form should be as complete as possible. All copies will be dated and signed by the owner, inspector, and transportation officer. When damage is due to improper packing, show complete details showing how items were improperly packed causing the damage. Violation of a packing regulation should be shown if possible. Any information helpful to settlement of the claim should be entered on the form.

13-6. Action by the Owner

a. General. Upon receipt of his belongings from storage or shipment, the owner or his agent will inspect the property. Damaged, destroyed, or missing items will be called to the attention of the delivering carrier, or his representative (agent, trucker, driver, etc.) at the time. The owner or agent will record any exceptions found on the back of the original Government bill of lading (GBL), DD Form 619 (Statement of Accessorial Services Performed) the delivering carrier's inventory (made at the time of shipment), or all three, if possible. The owner will keep a copy showing exceptions, with the signature of the driver, for use in presenting claim.

b. Other Owner Responsibilities. The member (owner or agent) will also promptly inform the destination ITO of loss or damage noted. He will request the ITO to make an inspection and written report to verify any claim for reimbursement. The owner is responsible for arranging an inspection of his property by the ITO, the claims officer, carrier, or their representatives. Time is most important. Full extent of any damage or loss should be determined as soon as possible, the inspection made and complete documentation forwarded to the claims officer concerned. Carriers have registered complaints with MTMTS concerning the failure of owners to report alleged losses or damages and a consequent belated filing of claims. This prevents the carrier from complying with the requirements of the Tender of Service in expeditiously processing and settling claims.

c. Carrier Releases. Some carriers request members to complete and sign a printed form concerning carrier performance upon delivery of the shipment at destination. Some of these carrier forms contain a certificate releasing the carrier from any liability for items not unpacked and checked at the time of delivery.

Such statements are misleading and should not be signed. If the member performs the unpacking within 30 days after delivery and concealed damage is discovered which is due to improper packing or handling, the carrier must be immediately notified and may be held liable for damages. Members may complete and sign these forms but should cross out all statements releasing the carrier from liability.

d. Claims Procedures. The owner or his agent is responsible to assist the claims officer or claims judge advocate in preparing DD Form 1843, Demand on Carrier/Contractor (fig 13-1), at the installation claims office, signing all copies. This form is used by the claims officer for demanding reimbursement from carriers, warehousemen, or other third parties. Owner will furnish the claims officer with two copies of his travel orders, authorizing the shipment, estimates of repair, or paid receipt if the repairs have been accomplished, and copies of the inventory (fig 3-4) showing condition of the property at time of pickup and time of delivery. If any part of the loss or damage is covered by privately purchased insurance, the owner will make prompt demand on the insurer for reimbursement in accordance with provisions of the policy. He must furnish the claims officer with a copy of the demand.

Note. The time limit for filing loss and damage claims is 2 years against the Government. The Statute of Limitations for filing claims against carriers is 6 years. However, notice of loss or damage must be sent to the carrier within 30 days after delivery.

e. Settlement. Property owners will provide claims officers with copies of correspondence relative to a claim. The owner must consult the claims officer handling his case before accepting any settlement from a third party, and obtain his consent prior to signing any release or negotiating any claim.

13-7. Action by Claims Officers

a. General. Installation claims judge advocates and claims officers are required to comply with AR 27-20 in the processing of claims against carriers and contractors. Carrier's liability for loss and damage to household goods and personal property is based on the weight of the items, 60 cents per pound for CONUS ship-

ments and 30 cents a pound for oversea shipments, the cost of repair, or depreciated replacement cost, whichever is the lower cost. Where exact weights are not shown in national mail order catalogs for similar items in estimating the weight required.

b. Procedures. When evidence before the ITO indicates that a claim against a common carrier or contractor is in order, he provides the claims officer or claims judge advocate with the proper documentation (para 13-4c). The claims officer or claims judge advocate prepares a demand on DD Form 1843 (fig 13-1) in quadruplicate, with the assistance of the property owner, using data supplied by him and the ITO (para 13-4). The demand should be submitted to the carrier or contractor as soon as possible after the discovery of the discrepancy, and in no event more than 30 days after discovery. When concealed damages or losses are later found, the action prescribed above will be taken immediately, supported by a complete statement of circumstances. Detailed guidance for claims officers and claims judge advocates is contained in AR 27-20.

c. Entitlements. The Military Personnel and Civilian Employees Claims Act of 1964 (78 Stat 767. US Code 240-243) provides additional coverage above the carrier's liability (*a* above) not to exceed a total of \$10,000 for any loss or damage arising from a single incident. On damaged items, Army claims policy limits payment to the cost of repair, not to exceed the depreciated replacement cost of the item, with possible adjustment for prior damage; and limits payment on lost items to replacement cost at the time of the incident and at the place at which claimant is located at the time his claim is adjudicated, less depreciation. There are limits upon the amounts which can be paid for certain kinds of items. AR 27-20 precludes payment for loss of some items of substantial value such as expensive cameras, jewelry, watches, etc., which are shipped in ordinary household goods or hold baggage shipments; and items of extraordinary value, except bulky items unless claimant requests shipment by expediate mode. These items must be shipped separately, as extraordinary value shipments, by express, as prescribed in paragraph 3-7b(4).

APPENDIX A

REFERENCES

A-1. Army Regulations (AR)

27-20	Claims.
55-71	Transportation of Personal Property and Related Services.
55-355	Military Traffic Management Regulation.
55-357	Terminal Facilities Guide United States Army.
55-358	Terminal Facilities Guide United States Navy, Marine Corps, and Coast Guard.
55-359	Terminal Facilities Guide United States Air Force.
56-1	Ownership and Use of Containers for Surface Transportation.
310-25	Dictionary of US Army Terms.
608-4	Control and Registration of War Trophies and War Trophy Firearms.

A-2. Miscellaneous

Department of Army Circulars, 55-series.
Department of Army Pamphlet 55-2, Personal Property Shipping Information.
Joint Travel Regulations, volumes I and II.
Title 31, US Code, sections 240-243.
Military Standards, MIL-STD-212C.
Military Standards, MIL-STD-1489.
Federal Specification PPP-336.
Federal Specification PPP-B-601.
Federal Specification MIL-E-74.
Federal Specification TT-L-26.
Federal Specification TT-L-40.
Federal Specification TT-U-121.
Federal Specification TT-I-558.
Federal Specification TT-I-559.
US General Accounting Office, Manual for Guidance of Federal Agencies.
DOD 4500.34-R Personal Property Traffic Management Regulation.
DOD 5030.49-R Customs Inspection.



APPENDIX B

INFORMATIONAL HANDOUT FOR MEMBERS SHIPPING HOUSEHOLD GOODS—IMPORTANT REMINDERS

B-1. At Time of Pickup of Your Household Goods—

a. Be sure the condition of your goods is correctly indicated on the inventory prepared by the carrier. The carrier must indicate the location of scratches, gouges, etc. General statements such as "marred" and "scratched all over" are not acceptable. If you cannot agree with the carrier on the condition of your items, contact the Transportation Officer for assistance in resolving the matter. Your signature on the inventory acknowledges that the condition of your goods is as indicated on the inventory.

b. Let the carrier do all the packing.

c. Be sure all items are tagged and listed on the inventory.

d. Be sure you receive a legible copy of the inventory before the driver departs.

B-2. At the Time of Delivery—

a. Be sure to check each item off on your copy of the inventory as it is placed in your new residence. This is the only way you can be certain that each item is received.

b. Be sure to check each item to determine if it has been damaged.

c. Let the carrier unpack all cartons, dish-packs, etc. The carrier's charges to the Government include all unpacking of items *that they packed* at origin. You can then determine, in their presence if any damages have occurred. If there is any question on this matter, contact the Transportation Officer for clarification.

d. If any items are missing or damaged be sure that they are recorded. This is usually

done on the DD Form 619 (Statement of Accessorial Services Performed) which the driver will have. *An oral complaint to the delivery man is not sufficient.* The DD Form 619 should list all lost or damaged items by inventory number and should indicate the damage to the article. For example—"Item 210 Table-top gouged and chipped LF corner." This report *must* be signed by both you and the delivery man. **DO NOT** refuse to sign the carrier's documents if your goods are damaged—just be sure to list the damages and then sign it.

e. You *must* be given a copy of the DD Form 619 before the driver leaves your residence.

B-3. Loss or Damage to Goods

If some of your goods have been lost or damaged while being moved, you are entitled to submit a claim.

a. Promptly notify the destination transportation officer.

b. Be sure to contact the **CLAIMS OFFICE** as soon as possible (preferably within 5 days).

c. **DO NOT** file a claim against the moving company yourself.

d. Take your copies of all documents (the inventory, the DD Form 619) to the Claims Office where you will be advised further concerning preparation and submission of your claim. Contact the Claims Office if you have any questions concerning claims procedures. The Claims Office is located in Building _____ telephone extension _____.

REMEMBER—Failure to follow these simple instructions could be your loss.



By Order of the Secretary of the Army:

Official:

VERNE L. BOWERS
Major General, United States Army
The Adjutant General

CREIGHTON W. ABRAMS
General, United States Army
Chief of Staff

Distribution:

To be distributed in accordance with DA Form 12-9A requirements for Storage and Supply Activities.

Active Army: D (Qty rqr block No. 547)

ARNG: None.

USAR: None.

3000021301



,

,



,

,







4

7



6

7

7



